The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

June 20, 1974

File

Dr. W. Gerald Austen, center, the first Churchill Professor of Surgery, with (from left) Dr. John W. Raker, Mrs. Mary Lowell Churchill, Dr. Jack R. Ewalt, and Dr. Charles A. Sanders.

DR. AUSTEN NAMED FIRST CHURCHILL PROFESSOR

Dr. W. Gerald Austen, Chief of General Surgical Services, was named the first E. D. Churchill Professor of Surgery of the Harvard Medical School at ceremonies June 6 in the auditorium of the Shriners Burns Institute.

On hand to pay tribute to the late Dr. Churchill and to congratulate Dr. Austen were Dr. Charles A. Sanders, MGH General Director, and Dr. John W. Raker, Visiting Surgeon and Chief of the Tumor Clinic at the MGH and Associate Clinical Professor of Surgery at Harvard Medical School. Dr. Jack R. Ewalt, Senior Associate Dean for Clinical Affairs, represented Dean Robert H. Ebert of the

(continued on page 6)

BOARD APPOINTED TO ALLOCATE HOSPITAL'S RESOURCES

An innovative and experimental committee designed to meet the rapidly changing demands of hospital administration has been announced by Dr. Charles A. Sanders, General Director. Called the Resource Allocations Board, the group will advise the General Director on the best means of allocating the hospital's resources within the framework of both short- and long-range goals.

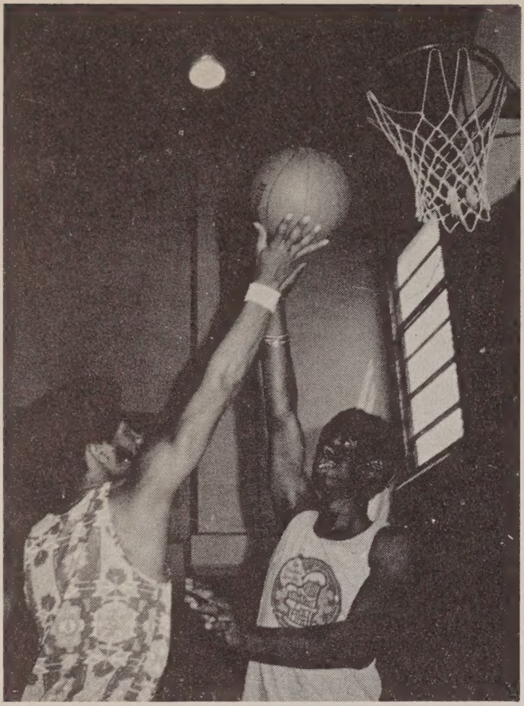
"Historically," Dr. Sanders said, "most changes at the hospital have evolved on an _ad hoc_ basis. Services have been instituted and equipment purchased on the basis of needs articulated at a given time rather than in the context of a long-range plan...many decisions have been made in response to a crisis."

The nine-member Resource Allocations Board is charged with balancing the requirements of a given department of the hospital with the overall needs and goals of the MGH. If an expensive new piece of equipment is sought by one department, the Board will weigh the advantages against the needs of other services. The Board will then advise which requests should have priority, basing its decision on short- and long-range goals for the entire institution.

Renovations, equipment, and personnel requests will all come within the purview of the Board. Some general areas that might be subject to the committee's study are:

1. Any new service for patient care, including laboratory tests for which the Board may wish to define terms under which new tests should be considered, rather than evaluating every new test.

(continued on page 4)



Good news! A basketball league has been formed at the MGH. Two enthusiasts helping to get it all together are Jimmie Melton, left, of Dispatch, and James Higgins, of Building Service.

SAFETY AND YOU

A fall can result in a serious injury. Here are a few simple reminders that may help prevent a fall:

Wipe up wet spots *immediately*.

Pick up clutter like rubber bands and paper clips.

Keep file drawers and desk drawers closed when not in use.

Keep electrical and telephone cords flat on the floor and out of the way.

Watch where you are going!

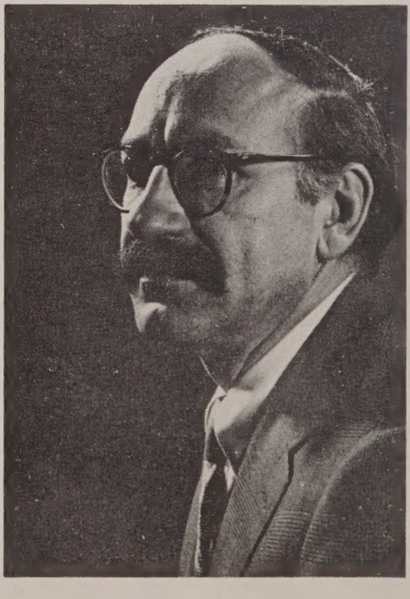
If you are aware of a potentially dangerous situation which might result in someone falling and which you are unable to correct yourself, report it to the Safety Officer (ext. 2425), Maintenance (ext. 2411 or Page), or Building Service (ext. 2445 or Page).

DR. MANKIN RECEIVES DISTINGUISHED ALUMNUS AWARD

Dr. Henry J. Mankin, Chief of Orthopaedic Surgery, was presented the Phillip S. Hinch Distinguished Alumnus Award from the Medical Alumni Association of the University of Pittsburgh at their annual luncheon on May 29.

Dr. Mankin received his B.S. degree (magna cum laude) in 1952 and his M.D. degree in 1953 from the University of Pittsburgh. He was a member of the Faculty of Medicine there from 1960-1966, becoming Associate Professor of Orthopaedic Surgery. Before joining the MGH in 1972, he was Director of Orthopaedics at the Hospital for Joint Diseases in New York and Cochairman of the Department of Orthopaedics at Mt. Sinai School of Medicine. He holds the post of Edith M. Ashley Professor of Orthopaedic Surgery at Harvard Medical School.

Author of more than 60 scientific articles, Dr. Mankin has made significant contributions in the fields of metabolic bone disease and rheumatic disorders. He is a member of innumerable professional societies and was president of the Orthopaedic Research Society from 1969-1970. He is a member of various study sections of the National Institutes of Health, an associate editor for three medical publications, and an innovator in postgraduate educational programs in the field of orthopedics.



Dr. Henry J. Mankin

PATIENT CENSUS SOARING

The hospital's census has been soaring in recent weeks and has been hovering around 95 to 97 percent of capacity.

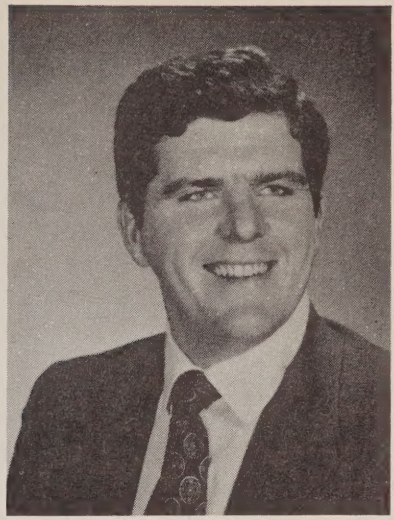
The census normally runs above average in April, May, and June, but this year has been especially high. Usually by the beginning of June, Miss Sarah M. Lifvergren, R. N., Executive Assistant, can see signs that the number of patients will soon fall off. As of June 7, however, she could only view a large backlog of elective patients waiting for admission.

The Massachusetts Rehabilitation Hospital provided assistance on June 6 by accepting 14 patients in one day. Miss Eleanor Clark, Director of Social Service at the MGH, said that all 14 require considerable medical care but no longer need an acute general hospital setting. Her department had been trying to place the patients for three to four weeks. Until Dr. Manuel J. Lipson, the new Executive Director of Massachusetts Rehabilitation Center, agreed to accept the patients, efforts to find a facility had proved unsuccessful.

"It's highly unusual for one facility to accept so many patients all at once with such difficult medical problems," said Dr. Charles A. Sanders, General Director. "We are grateful to Mass. Rehab. for helping us out. We are also very thankful to our wonderful employees who have had to work very hard during this period. They have risen to the challenge without diminishing the quality of care which makes patients seek us out in the first place. To the many employees who have chosen the health-care field for the satisfaction of helping the sick, this is a source of pleasure. We are all appreciative of your efforts and are hopeful that this high census is not a permanent fixture."

PLEASE MAKE THIS CORRECTION IN THE LIST OF TIE-LINE INFORMATION NUMBERS (HOT LINE, MAY 30):

CHILDREN'S HOSPITAL: 111-2323



Randall McDonnell

ADMINISTRATOR NAMED TO MANAGE MATERIALS

On June 3, Randall McDonnell joined the administration of the MGH in a new position, Director of Materials Management. In announcing the appointment, Dr. Charles A. Sanders, MGH General Director, said, "In light of rapidly rising costs and shortages of supplies, it is vital to have a comprehensive understanding of the distribution and purchasing of materials throughout the hospital. Mr. McDonnell will assume broad responsibility in this area. He will initially concentrate on the needs and operations of the Purchasing Department and will ultimately expand into other areas."

Mr. McDonnell's background combines working experience and academic training in several areas important to his new position. He graduated magna cum laude from the University of New Haven, where he earned a B.S. degree in Operations Management and received many awards. He received an M.B.A. degree in Health Care Administration from the Graduate Division of the Wharton School, University of Pennsylvania, concentrating on application of analytical management techniques to the financing, planning, evaluating, and decision-making areas of health care.

He comes to the MGH from the Graduate Hospital, University of Pennsylvania, where he developed management information for a multimillion dollar renovation program. His previous employment experience includes purchasing, warehousing, marketing, and sales.

MARATHON REVISITED

"In your story about the Boston Marathon, you missed one of the MGH runners--a woman," reported Mary Kiernan, Baker Nursing Supervisor. The HOT LINE reporter was chagrined. She raced down to White 8 to seek the tanned and lithe Doris Dewing, Nursing Assistant, whose modesty could not hide the fact that she is unmistakably an athlete.

Though Ms. Dewing just started long-distance running in November with no formal training, she got through the rugged 26 plus miles in four hours. It was her first marathon. Among the 38 women who ran, "I felt like a monster," said Ms. Dewing, who weighs all of 115 pounds. She has kept in shape with sprinting, shot-putting, and mountain climbing, but cycling is her real forte. In a Wellesley race with 15 women and 785 men, Ms. Dewing came in among the top 100. She recalls hearing some grumbling from men as she pedaled past them up a hill.

We will probably be hearing more about Ms. Dewing, because she just found a top-notch coach in the Computer Science Laboratory. She is Helene Knowlton, Programmer Analyst Engineer. An experienced high-jumper and sprinter, she recently turned to long-distance running after injuring her "take-off" leg. Ms. Knowlton coaches in her spare time at the Cambridge Sports Union, which runs the popular Fresh Pond races. She is excited about the center's European approach, involving the whole family in a variety of sports. She is pursuing a new winter sport for the union--and for herself--competitive speed skating. "If you think of sport as an art form," she said, "you'll keep it up 'til you're 96--and then coach."

Fifteen new students have joined the MGH School of Pastoral Care for the summer quarter. First row, from left, are Vivian Mackey, Secretary in the Chaplain's Office; Gottleib Brunner; Patricia Hundley, Course Assistant; William Beers. Second row: Clyde Christmas; Shirley Kitagawa; Parcleta Amrich; Douglas Adamson; Allan W. Reed, Supervisor. Third row: George Lewis; Dacian Barrette; John Hougen; Gary Hall (in long tie); Burnell Bisbee. Fourth row: Wally Spiegel (in striped tie), Course Assistant; Lorne Coyle; Jack Gilmore; Donald S. Amussen, Supervisor; Bruce Noyes, Course Assistant; Robert Taylor; Cliff Cutler.

BOARD APPOINTED (continued from page 1)

2. A significant extension of a pre-existing service.

3. Any equipment expenditure in excess of $10,000.

4. Identification and continuing evaluation of services which are of only marginal value to patient care.

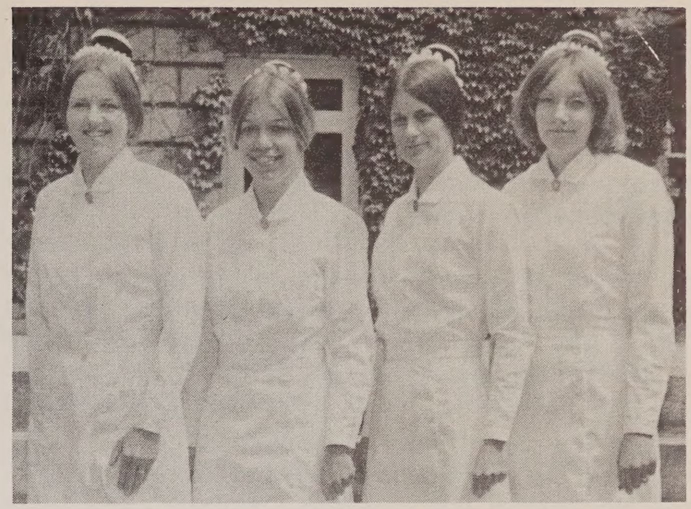
Five members of the medical staff and four of the administration will serve on the Board. Chiefs of service will be excluded from membership, and terms will run for three years. To prevent all terms from expiring simultaneously, the original members will serve either two or three years.

Dr. Sanders announced that Lawrence E. Martin, Associate General Director, will be the Chairman. Physician members will include Drs. Ronald A. Malt, surgery, Stanley Baum, radiology, and Edwin P. Maynard III, medicine, all for three years; and Morton N. Swartz, medicine, and Myron B. Laver, anesthesiology, two years.

Miss Mary E. Macdonald, R.N., Director, Department of Nursing, will serve for three years, and Miss Isabella Tighe and DeLanson Y. Hopkins will represent the administration for two years.

Dr. Sanders said that the hospital is drawing up a long-range plan to provide a framework within which the Board can function.

BEFORE....Class of '74 displays youthful high spirits on last day of classes--a week before graduation.



AFTER....Professionalism of class is reflected in its officers. From left, Emilie L. Yuscavitch, Treasurer; E. Amy Toon, Secretary; Jacqueline C. Mills, Vice-President; Jean L. Wiegand, President.

CLASS OF '74: "YOUTHFUL AND PROFESSIONAL"

The 99th commencement exercises of the MGH School of Nursing on May 31 at John Hancock Hall marked the transition from student to professional for the 103 women and 2 men of the Class of '74.

The close involvement of the speakers with the development of the students gave a personal touch to the ceremonies. The Reverend Mark J. Dyer, of the Protestant Episcopal Diocese of Massachusetts, became acquainted with the students when his wife, Marie Elizabeth, was resident head at 20 Charles Street, where the class lived as freshmen. The Reverend Mr. Dyer combined the invocation and baccalaureate message in the form of a prayer.

The students invited a respected teacher, Miss Audrey R. Brady, Coordinator of First- and Third-Year Nursing, to give the main address. Using anecdotes from her own career, Miss Brady spoke of the many possibilities open for the nurse who seizes unexpected opportunities.

The address of Miss Jean Wiegand, Class President, was in the form of a letter to the class in which she recalled the valuable experiences of three years at the hospital, at the school, and with classmates.

Presiding over the ceremonies was Mr. John E. Lawrence, Chairman of the Board of Trustees of the MGH. Miss Natalie Petzold, Director of the School of Nursing, presented the diplomas and the following awards: Faculty Award for Excellence in Patient Care--Eileen Byrnes; Marie Scherer Andrews Award for Excellence in Orthopaedic Nursing--Sarah G. Mitchell; Wetherill Awards for displaying a "spirit of thoughtfulness to others"--Joyce D. Fallon, Tina A. Galla, and R. Elna Rapp.

Guests of honor were Dr. Charles A. Sanders, MGH General Director; Mr. Maurice J. Downey, Chairman of the Advisory Council to the MGH School of Nursing; and Mrs. Margaret Anderson, President of the Alumni Association, who gave a red rose or boutonniere to each student.

"It was a beautiful ceremony," said Miss Yolanda M. Mamone, Coordinator of Student Personnel Services. "The class looked both youthful and professional." She commented that this graduating class struck a balance between valuing past experience and looking forward to striking out on their own. "They left in a good spirit," she said.

CHURCHILL PROFESSORSHIP (continued from page 1)

Harvard Medical School. Mrs. Mary Lowell Churchill, widow of Dr. Churchill, expressed thanks to the man who made the professorship a reality.

The Churchill Professorship Fund was established by Harvard University in 1970. Dr. Raker chaired the committee of 40 distinguished surgical colleagues and friends of Dr. Churchill who worked to develop the fund. A generous gift from the Surdna Foundation and donations from more than 400 friends, former patients, associates, and surgeons trained during Dr. Churchill's service helped to bring the professorship to fruition.

Edward Delos Churchill retired in 1962 as Chief of the General Surgical Services and John Homans Professor of Surgery at Harvard Medical School. He died in September, 1972, leaving a legacy of brilliant contributions to medicine and far-reaching innovations in the training of surgeons.

A pioneer in thoracic (chest) surgery, Dr. Churchill in 1929 performed the first successful operation in the U. S. to relieve constrictive pericarditis, a disease in which the membrane around the heart tightens, interfering with the flow of blood to the heart. He established the principles of parathyroid surgery after his involvement in the famous case of Captain Charles Martell, the first person with hyperparathyroidism studied at the MGH, who had a historic operation in which a parathyroid tumor was removed from within his chest. Dr. Churchill was also one of the first to demonstrate the feasibility of safely removing sections of the lung in patients with cancer of the lung and pulmonary tuberculosis.

Dr. Churchill established a system of training surgeons which inspired loyalty and dedication in young residents. He led the departure from the traditional apprentice-type training that emphasized education of the elite few to a system that fostered in residents a deep sense of responsibility and concern for the patient.

"He was a man for all seasons and also a man for any age," Dr. Sanders said.

Dr. Raker, in summarizing the guiding principles of Dr. Churchill's life, said, "He lived his life as a shining example of an unceasing, uncompromising, undaunted quest for excellence."

In congratulating Dr. Austen, Dr. Raker commented, "It is most appropriate that a surgeon known for his investigative ability, scholarly publications, and technical skill in surgery of the heart and blood vessels should be the first incumbent of the Churchill Professorship, for these are the areas in which Dr. Churchill himself made so many contributions."

Dr. Austen, who called Dr. Churchill "the greatest surgeon of his time," was a resident at the MGH after receiving his B.S. degree from M.I.T. in 1951 and his M.D. from Harvard Medical School in 1955. In 1963 he became Chief of the Surgical Cardiovascular Research Unit at the MGH and was named a Markle Scholar in academic medicine, the first surgeon ever nominated by Harvard for this honor. He has held the position of Chief of the General Surgical Services and Chairman of Harvard Medical School's Department of Surgery at the MGH since 1969. In recent years he has served as president of the Society of University Surgeons, of the Massachusetts Heart Association, and of the New England Cardiovascular Society.

Mrs. Churchill commented that it was a "miracle" that the fund was established in so short a time and that this accomplishment reflected Dr. Churchill's philosophy. "For him the seemingly impossible was a challenge and not a barrier," she said.

WORKS OF JOAN CASSELL ON DISPLAY

Until July 3, the exhibit case across from the General Store will contain the efforts of Joan M. Cassell, Senior Secretary in the office of Dr. Leon Eisenberg, Chief of the Department of Psychiatry. Raised in a family of painters, Joan has taken drawing courses at the Museum of Fine Arts and the Higher Education Program in Roxbury. She has recently tried her hand at working with oils and acrylics.

Seated from left are Jack Driscoll; Charles Bletzer; Stephen Dowling, Maeve Blackman, MGH Coordinator, Student Volunteer Program; Edward Treseler. Standing from left are Michael Cellucci; Joseph Deely; Mr. John Lyons, Catholic Memorial High School Counselor; Charles Bramante; James Reilly. David Bielawski is missing from the photo.

NINE YOUNG MEN GIVE AND GAIN

In the Volunteer Department you won't hear any grumbling about the adolescent population. This year 28 high school students from 17 schools made an impressive volunteer contribution, not only in time but also in quality of work. Going far beyond the norm was one special group--nine seniors from Catholic Memorial High School in West Roxbury.

In the 1972-73 academic year, three young men from the school contributed 846 hours to the hospital. Their enthusiasm paved the way for Maeve Blackman, Coordinator of the Student Volunteer Program, to go to Catholic Memorial High and speak to the senior class about the MGH program. She told them they would have a hard act to follow. But at the end of the 1973-74 school year, the nine new recruits contributed an average of 337 hours each. Never at the MGH have so many students from one high school been recognized with the 100-hour American Hospital Association pin.

The young men were put to work in the Hematology Laboratory, Baker and Bulfinch Recreation, Clinics Admitting, and Telemedicine. Their presence meant more than extra help; it often served as a stimulant. "It is refreshing to train such bright and interested students," commented Gretchen Williams, Head Lab Technician, "Their attitude and interest have been simulating to all the personnel."

To the students, this involvement means valuable job experience, personal growth, and perhaps direction toward a career. David Bielawski became a full-fledged member of the telemedicine team, responsible for transmitting grand rounds to the outside locations. James Reilly managed to work two full days a week and still be valedictorian of the senior class. He gave this evaluation of his experience:

"As a learning and growing social experience, this volunteer work more than lived up to my expectation...(It) has helped me to decide that I would like a career in the health field--probably as an M.D."

RETURN OF THE NATIVE

Behind the information desk in the White Corridor on Thursdays sits Alfred Strand. He might have been beneath the desk last year, applying his skilled touch as a furniture refinisher, his job for eight years in the Paint Shop before he retired January 1. Mr. Strand is the most recent to join the ranks of many retirees who recycle their energies as volunteers.

"I have a new lease on life," Mr. Strand said. He likes the idea of giving something in return for good years at the hospital, and it also "keeps me out of the rocking chair." But the spirited Mr. Strand has a long way to go before that point. He has several fishing trips and a visit to relatives in Norway in the offing, and meanwhile his many satisfied customers won't let him retire from furniture refinishing.

THE BULFINCH GAME

by Stephen W. Hosea, Intern in Medicine

The action wasn't groovy
For the A. R. nine that day.
The score stood 16-15
With one inning more to play.

The Residents stood fearless,
Their age beginning to show,
'Tho their legions had been buttressed
By Crowley and Thibeault.

The well-rounded Crowl trundled round
the field
Forsaking adipose finesse,
While George batted and fielded
As if he were chief of all the rest.

While Koopman fired the ball to home
With unerring speed,
The bats of Ricks and Gabriel
Had boosted them into the lead.

But the youthful Interns
Were not to be denied,
For little Barbara Murray allowed
Her husband on their side.

The Residents were last to bat
And still trailed the Terns by one.
With two men out, one man reached base,
And the A. R.'s were not undone.

From the multitude there gathered,
Cheers bounded through the air,
For Thibeault, mighty Thibeault,
Approached the plate without a care.

Leslie was beside himself,
Parrillo was elated,
Anderson was all smiles,
Rosen's chest was still X-rated.

The game was won,
The Terns undone.
For George would surely
Produce a run.

Somewhere birds are singing,
And somewhere children shout,
'Twas the spirit of the Bulfinch that
triumphed,
'Tho Thibeault made an out.

In a brief moment of harmony, interns and residents in medicine, plus a few loyal fans, join for a group portrait at the ball park.

AGE-OLD RIVALRY BLOOMS IN SPRING

Gloom hung over the interns at Harvard Stadium on May 4. In the annual residents vs. interns (in medicine) softball game, the interns bit the dust with a humiliating 23-2 score. Or so said resident Mark L. Rosenberg. But truth proved elusive. "The score is in dispute," said Barbara Murray, intern. She claimed the residents had brought in a disproportionate number of outsiders. Speaking for the residents, however, Dr. Rosenberg intoned, "You can attribute the victory to our superior skill, strategy, and strength."

The rematch on June 8, attracting a vigorous array of friends, husbands, wives, babies, hot dogs, and hamburgers, told another story. It is movingly rendered in the poem by Stephen W. Hosea, fashioned after "Casey at the Bat."

WELCOME TO HOUSE STAFF

The new house staff will be officially welcomed by MGH staff at a party on the Bulfinch lawn on July 3 at 4 p.m.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

JANUARY 16, 1975

FILMS PLANNED FOR WOMEN EMPLOYEES

All women employees are invited to view two films, "Breast Cancer--Where We Are Today," featuring Jennifer O'Neil, and "Breast Self-Examination," to be shown on Wednesday, January 29, and again on Wednesday, February 12, in the Lower Outpatient Amphitheatre, Clinics 1, near the Ambulatory Screening Clinic.

The films will be shown twice on each date at 11:00 and 12:30. They are 28 minutes and 16 minutes in length and will be followed by a brief question-and-answer period. You are welcome to bring your lunch and to come late or leave early according to your own lunch-time schedule.

These timely films are provided by the American Cancer Society and have been arranged by the Education and Training Coordinator, Ms. Kathi Johnson, in the Personnel Department. Dr. Ann B. Barnes, surgeon, and Suzanne Hudson and Barbara Farley, Nurse Clinicians, will be on hand to answer questions from the audience.

The recent publicity about breast cancer will encourage all female employees to take advantage of this opportunity to be better informed about their own health. Interested individuals should check with their supervisors to arrange an hour of time to view the films. If a full hour cannot be arranged, you are invited to attend for as long as possible.

Information will be given at the film sessions to individuals who feel they would like to follow up with an appointment through Staff Clinic.

Be sure to mark your calendar today!

DR. MASON BEHIND THE CAMERA

TV Documentary Filmed Here

An MGH psychiatrist has turned around the usual procedure in which television crews capture physicians on film. Dr. Edward A. Mason has himself headed a film crew working at the hospital, and the results are scheduled to be shown on national television Wednesday, January 22. The program will be shown locally on Channel 2 at 8 p.m., January 22, and at 2 p.m., Sunday, January 26.

Dr. Mason's camera focused on a child admitted to the Surgical Day Care Unit on Baker 11 for a one-day surgical procedure. It followed the child and his parents from his home through the admission procedure, preinduction area, and recovery area, right up to discharge.

Many MGH personnel were shown at work, including, in order of appearance, Joseph Corso, Elevator Operator; Julie Dell'orfano, R.N., Peter Gorski, M.D., Donald Mitchell, Nursing Assistant, John F. Ryan, M.D., Patricia Donahoe, M.D., Agnes Rockett, R.N., Timothy Hopkins, M.D., and Karen Giuffreda, R.N.

The purpose of the film is to "demonstrate the value of parental participation during the hospitalization of young children and the practicality of their participation for all concerned."

In its final form the documentary will run about eight minutes and will form part of the new health education series, "Feeling Good." Young parents with the day-to-day responsibility for their children's health will be the target audience for Dr. Mason's film.

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TV DOCUMENTARY(continued from page 1)

Dr. Mason has produced 23 films for professional training including "Referred for Underachievement," filmed at the MGH in 1966.

The series, "Feeling Good," began in November and is created by the Children's Television Workshop, which was also responsible for Sesame Street and the Electric Company. Encouraging people to raise their own health standard and that of their family is the aim of the series.

TRAINING OPPORTUNITY IN MEDICAL TRANSCRIPTION

The Personnel Department is taking applications for the MGH Medical Transcriptionist Training Program which will begin on February 3. The first six months of the program is composed of daily two-hour classes, practice periods, and transcription of actual dictation. Trainees must be prepared to devote time to homework. Material covered in the classes includes medical terminology, basic anatomy and physiology, introduction to medical science, and familiarization with surgical procedures.

MGH employees who are interested in transferring into this program must be high-school graduates with good scholastic records, be able to spell accurately, and have excellent typing skills (45-50 wpm). To be eligible for a transfer, an employee must have been in his or her present job for at least six months and have a good work record.

All trainees are expected to remain with the Medical Records Department for at least 18 months.

Any employee interested in this program should contact Mrs. Gayle Halfond in the Personnel Department, Extension 2209, as soon as possible.

DR. GROVER INTERVIEWED BY CHANNEL 7

Dr. John W. Grover, gynecologist and obstetrician, was interviewed by reporter Tanya Kaye of Channel 7. The tape will be part of a WNAC news series exploring infertility. It will be televised during the week of January 19 on a 12 noon newscast.

HONORS COLUMN

DR. H. THOMAS BALLANTINE, JR., Senior Neu[illegible] surgeon, has played a major role in severa[illegible] events related to the cost of medical care. In October, during the annual meeting of the American College of Surgeons in Miami Beach, he moderated a conference, "Financing Surgical Care--an International Overview," which attracted much attention from the press. In December he presented a paper, "Public Accountability in the Delivery of Medical Care," at the Golden Anniversary Symposium of the Lawrence Memorial Hospital of Medford.

In his position as President of the Commonwealth Institute of Medicine, Dr. Ballantine presented a report on CHAMP (Commonwealth Hospital Admissions Monitoring Program) at a December 18 press conference. Administered by the Institute, CHAMP monitors hospital stays of Medicaid patients in Massachusetts. The study indicates that the average length of stay of Medicaid patients was reduced by 6 percent following the implementation of CHAMP in October, 1973.

In mid-November, DR. THOMAS P. HACKETT, Acting Director of the Department of Psychiatry, presented a paper at the Fifth International Conference on Cardiac Rehabilitation sponsored by the Social Rehabilitation Service branch of the Department of Health, Education, and Welfare and held in Tehran, Iran. Dr. Hackett was the only psychiatrist attending from this country. Also present was a former MGH fellow, Dr. Menard M. Gertler, now Professor of Cardiac Research at the New York University Medical Center.

Before the conference Dr. Hackett traveled throughout Pakistan, visiting cities famous in legends. The Khyber Pass, between Afghanistan and Pakistan, "is still just as Kipling described it--dramatic, primitive, and beautiful,"he said.

PATIENTS, TAKE NOTE

Chapel Concert, Wednesday, January 22, 3 p.m., choral concert.

The MGH Hot Line

BOSTON, MASSACHUSETTS
NEWS OFFICE, GRAY 12 (2206)
January 30, 1975

SPOTLIGHT

All in One Day's Work

Can having minor surgery be a pleasant experience?

It comes very close to that in the surgical Day Care Unit on Baker 11. The patient steps off the elevator to find a happy, relaxed staff, pleasant lounges, a homey atmosphere, and lots of personal attention. He or she can go through the whole procedure on one floor--in less than one day.

Before April 1974, most patients needing general anesthesia had to stay overnight. Those needing local anesthesia would wait

(continued on page 4)

New Director of Purchasing

On January 13, Robert J. Cantwell joined the MGH in the new position of Director of the Purchasing Department.

"It is anticipated that he will provide an added dimension to the department in these times of soaring costs and critical shortages," said Randall McDonnell, Director of Materials Management. "We are pleased to have a person with his experience and perspective in this position."

Mr. Cantwell has had experience in hospital administration, purchasing, business management, and medical sales. Recently he served in the dual role of Director of Purchasing

(continued on page 2)

Welcome to Baker 11! Margery Hamlen is one of nearly 30 patients who came, were treated, and left the Surgical Day Care Unit in one day. She is receiving her identification bracelet and a greeting from Jane Miller, right, and Elizabeth Gomes, R.N.

Robert J. Cantwell

NEW DIRECTOR OF PURCHASING

(continued from page 1)

and Assistant Director at Hale Hospital in Haverhill, Massachusetts.

He is looking forward to the challenge of working in a large, complex hospital and concentrating on the area of purchasing. "I was attracted by the opportunity to be part of a hospital that is so effective in the delivery of health care," he said.

A native and resident of Haverhill, Mr. Cantwell attended Suffolk University and Northeastern University, where he received his B.S. degree in 1956, majoring in health care and hospital administration.

YOUR OPINION, PLEASE

Have you heard any of the Blood Bank's public service announcements on the radio? Do you think they are effective? Now that the six-week campaign is drawing to a close, the Blood Bank is evaluating the effectiveness of the appeals. Janice Rogers is interested in your reaction and suggestions. Drop her a note at the Blood Bank, Gray 1, or call ext. 8174.

VOLUNTEERS SOUGHT FOR HEALTH FAIR

The Beacon Hill Civic Association is planning a Health Fair for Saturday, April 12, from 10 a.m. to 3 p.m. in the MGH Clinics area. The program will include both an educational effort and the screening of residents of Beacon Hill and the West End. Both the MGH and the Massachusetts Eye and Ear Infirmary are participating in the Civic Association's fair.

Volunteers are being sought from all departments. There is a special need for physicians, nurses, dietitians, social workers, and secretaries. Those wishing to participate may call the MGH Social Service Department at ext. 2605.

SANDWICH CINEMA ON FEBRUARY 5

The Personnel Department is pleased to invite employees to a Sandwich Cinema on Wednesday, February 5. The showing will be held in the Lower Outpatient Amphitheatre of the Clinics Building. It includes two entertaining movies--"Boston: The Art of the City" and "Quebec--Ski." The films are each approximately fifteen minutes long and run continuously from 11:45 to 1:15.

From time to time the Personnel Department obtains films that might be of interest to employees to view during their lunch period. Employees may come and go according to their lunch schedule and may bring a sandwich to eat while viewing the films.

The MGH HOT LINE is published three times a month by and for the employees of the Massachusetts General Hospital, Boston.

Charles A. Sanders, M.D.
General Director
Martin S. Bander,
Deputy to the General Director
(News and Public Affairs)
Mary M. Hoffmann, *Editor*
Doris G. Schreckengaust, *Copy Editor*
June Hurwitz, *Typist*

Finally, a Painless Step on Texas Soil

When Burnell C. Judkins left the MGH on December 20, it was the first time in her 51 years that she walked without a severe limp or pain. Unusual surgery and the efforts of a backup team that included the offices of two U.S. senators made the feat possible.

The road toward normalcy has been a steep and uphill climb for the Irving, Texas woman. She was born with a complete dislocation of both hips. Years of treatment had proved unsuccessful, and her problem was so severe that her Texas physician referred her to Dr. William H. Harris, an MGH orthopedic surgeon.

When she first came to the MGH in February, 1974, immediate total hip operations for both her left and right hips were decided on. This surgery normally involves replacing with metal the ball section of the ball-and-socket hip joint. To replace the damaged cartilage in the arthritic joint, a special plastic component is implanted in the pelvic bone.

When he examined the Texas woman's right hip, however, Dr. Harris found that she had almost no natural socket and no bone support for the artificial socket. Removing bone from another part of her hip, he grafted it just above the point at which he planned to insert the plastic part.

Finding adequate bone support for her other hip, he performed a total left hip replacement. The operation required special custom-made components.

To allow the bone graft on her right hip to heal, Mrs. Judkins would have to return to Texas and remain bedridden for six months. She would have to travel on a stretcher.

On Friday, April 5, 1974, she was ready to leave on an afternoon flight to Dallas. The airlines decided 90 minutes before departure time that for safety reasons they could not take her. Margaret (Peg) Falk, social worker, negotiated in vain with the airline and enlisted the aid of Dr. Thomas S. Durant, Assistant Director of the MGH, Eleanor Clark, Director of the Social Service Department, and Ann Marshall, a patient-care representative.

The MGH also contacted Senators Edward Brooke of Massachusetts and Lloyd Bentsen of Texas. Senator Brooke's office helped in the negotiations.

Finally Mrs. Falk was able to arrange for Braniff Airlines to carry Mrs. Judkins from New York. On her flight Mrs. Judkins had to purchase five first-class seats--four for herself and one for an attendant required to accompany her.

During her five months at home she occupied a hospital-type bed in her apartment adjoining the motel managed by her husband, James R. Judkins.

Fearing further transportation difficulties on her return to the MGH, the hospital contacted Robert Block, an aide to Senator Bentsen in Austin, Texas. He referred Mrs. Judkins to the Texas Rehabilitation Commission and persuaded it to review her case immediately. The Commission determined that

(continued on page 5)

A proud Mrs. Judkins walks on Baker 9 after two total hip replacements. Vivian Jay, R.N., stands by.

Dr. Bradford Cannon, plastic surgeon, explains surgical procedure needed for his patient, Shirley Simendinger, while Doris MacDonald, L.P.N., helps her get settled.

ONE DAY'S WORK

(continued from page 1)

in a tiny room before going to the main operating rooms (then on Baker 11), where major surgery was going on all around them.

Things started changing early in 1973. Staff and facilities were expanded to increase the number of smaller surgical procedures. Soon the demand was so great that major renovations began on Baker 11, turning it into a self-sufficient operating unit. Additional staff in the Department of Anesthesia and new equipment made it possible to provide general anesthesia. In two years the patient census quadrupled.

The unit's success is more than a matter of proper facilities. "People have made it work," said Agnes Rockett, R.N., Chairman of the Operating Room Nursing Service. "The staffs of nursing, anesthesia, admitting, and surgery have created something new to meet the growing need for outpatient surgery."

The nursing personnel eagerly put their imaginations to work in devising ways to improve care for ambulatory patients. Elizabeth Gomes, R.N., Assistant Supervisor of Operating Room Nursing, was instrumental in organizing the unit to provide maximum efficiency and comfort. Nearly 30 patients are admitted daily.

"There is a very good spirit here among personnel from all the departments," Miss Gomes said. "We enjoy being able to follow each patient from the beginning to the end of his stay."

From Jane Miller, the secretary who first greets the patients, to volunteers like Sheila Flaherty, who may chat with a patient just before departure, the personnel make an extra effort to put a patient at ease. The response has been tremendous. "You have a very special and personal touch on your floor," wrote one patient who visited frequently.

The unit provides another great advantage for patients--lower bills. The facility is so compact and efficient that fewer personnel are needed per patient. For the patient who would normally have to stay overnight, the one-day operation costs only half as much. His professional and family life also suffer less disruption.

There are benefits for the hospital, too. The unit relieves the busy Gray 3 operating rooms and frees beds for more seriously ill patients. (continued on page 5)

Esther Mazer, R.N., left, and Cora Reynolds, Nursing Assistant, bring a little cheer and nourishment to Barbara Aheron in Baker 11's postoperative lounge.

ONE DAY'S WORK (continued from page 4)

Plastic surgery, genitourinary procedures, and gynecological operations are commonly performed in the unit's five operating rooms. Two more rooms are used for endoscopy procedures. There is one large recovery room, where Gladys Surrette, R.N., Head Nurse, monitors the postoperative status of patients. Relatives and patients wait in a sunny room, separate from a postoperative lounge where patients are given nourishment and observed until they are able to return home.

One child's experience in the Surgical Day Care Unit was filmed for public television's health-education series, "Feeling Good." (See HOT LINE, January 16).

That experience is indeed special. Children who enter the unit are now taken to the main operating rooms. However, the parents need never be separated from the child while he is awake. He is given anesthesia by members of the pediatric anesthesia team in a small anteroom near Gray 3, where he can fall asleep in his parents' arms. As soon as possible the child is returned to his parents in the unit's playroom, full of toys, colorful drawings, and the cheerfulness of Julie Dell'Orfano, R.N. "This doesn't look like a hospital--it's more like school!" a child commented recently.

Carlos, 3, still groggy from anesthesia, perks up when Julie Dell'Orfano, R.N., says a few words in Spanish. Holding the child is his father, Luis Fernandez.

"Your calling me 'Mom' helped to do away with the sterile hospital atmosphere," wrote one mother to Miss Dell'Orfano. "You really helped to make what could have been a very trying experience almost pleasant."

PAINLESS STEP (continued from page 3)

it would not only pay her upcoming round-trip fare to Boston but would also assume any medical expenses not covered by insurance.

Now very eager to complete her treatment, the Texas woman was back in Boston on September 5. During the routine series of preoperative tests, however, an obstacle arose. Her electrocardiogram showed changes which suggested coronary ischemia, decreased blood supply to the heart.

After five weeks' rest at home, she once more returned to the MGH. The blood supply to her heart was then adequate for surgery. [illegible] October 23, Dr. Harris performed the final surgery on her right hip. Again, specially designed components were required.

Despite problems with transportation, Mrs. Judkins has found her experience at the MGH a happy one.

"I'm making tremendous buddies here," Mrs. Judkins said. "Peg Falk, who has been most instrumental in helping with all this, is one of the most marvelous people I've ever known. And even though this is such a huge complex, Dr. Durant and Dr. Charles Sanders, the General Director, have both taken the time to come up and see me. It has really impressed me."

But one thing made Mrs. Judkins especially happy: When she flew home to Dallas last month, she was an ordinary passenger, occupying only one seat.

HONORS COLUMN

DR. VINCENT J. PERLO, MGH neurologist and Clinical Professor of Neurology at Harvard Medical School, was the main speaker at the annual meeting of the Boston Chapter of the Myasthenia Gravis Foundation, Inc., on January 12. He is Chairman of the Chapter's Medical Advisory Board as well as Chairman-Elect of the Medical Advisory Board of the National M.G. Foundation. His topic was "New Developments in the Conquest of Myasthenia Gravis."

On December 19, Channel 5's "House Call" had a visit from DR. WILLIAM H. HARRIS, Visiting Orthopaedic Surgeon, who heads the Hip and Implant Surgery Unit of the Orthopaedic Department. He spoke on total hip replacement.

CARL FRITSCHE, a glasswasher in Dr. Atkin's Chromosome Laboratory, received an honorable mention from the American Song Festival competition for his song, "Kitty's Waltz." It was one of 60,000 entries in the nationwide contest. Mr. Fritsche, a junior at the Berklee College of Music, is a trombonist majoring in arranging and composition. He wrote his jazz waltz as a project for a harmony class. And who is Kitty? She is his proud wife, JACKIE FRITSCHE, a secretary in the Pathology Department.

YOU'RE SLIPPING!

We've said it before, but you keep forgetting! Every employee using any clinic, including Staff Clinic, must bring his plastic addressograph plate on every visit. These plates may be obtained at the Clinics Admitting area near the Pharmacy. From 2 to 4 p.m. are the least busy hours.

Most of you have the new yellow plates that replaced the white ones. Please note that only the yellow plates are accepted at the Clinics now.

MIRACLE MAN (continued from page 8)

He was Professor of Clinical Oral Surgery at Harvard from 1922 to 1941, when he was named Harvard's first Professor of Plastic Surgery. He authored more than 150 articles as well as the classic reference, The Surgical Treatment of Facial Injuries, with Dr. John M. Converse.

In the introduction to the third edition of this book, Dr. Converse described Dr. Kazanjian as "a man of great determination, though soft spoken with kindly eyes; one felt in his presence a vitality and keenness of perception. Imaginative and resourceful, he taught to improvise new methods rather than follow the conventional .... His kindness, warmth, and modesty are legendary."

INCOME TAX SICK-PAY EXCLUSION

The Personnel Department sends the following information on excludable sick-pay guidelines.

The hospital's sick-pay plan covers 100% of wages for time lost on account of sickness or injury for all employees with accrued sick leave.

In order to claim this exclusion on his income tax, the employee must be absent from work because of illness or injury for 30 calendar days. The exclusion thereafter may not exceed $100 per week.

If you were absent 30 days or more, the Payroll Office will, on request, furnish you with a statement showing the period of time absent and sick pay paid. You will also be given I.R.S. Form #2440, which must be completed by you when filing your tax return for the year.

RIDE FROM CANTON NEEDED

The Social Service Department is seeking a ride for a Canton resident who has to be at the MGH daily. The hours are flexible. Call ext. 2906.

Mildred J. Roby, retiree, with two co-workers on White 9, James Candito, Unit Coordinator, and Muffy Lutzin (left), Recreation Therapist, at a party in the Penthouse.

WHITE 9 SAYS GOODBYE TO MRS. ROBY

When Mildred J. Roby began training here as a nurses' aide, she promised to stay at least 6 months. She made that promise good--with 21 1/2 additional years before her retirement January 3.

Most of those years were spent on White 9, where Mrs. Roby has been a Unit Secretary since the rehabilitation unit first took shape. No staff members remain from those days. "I'm the last of the Mohicans," she said. To her supervisor, Mrs. Roby is "a pillar of the floor" who has provided continuity for both the staff and patients. To her friends she is a lovely person who will be missed.

HOW TO RECYCLE YOUR TELEPHONE BOOKS

Monday, January 27, marked the reopening of the Phone Book Trade Center just past the Post Office in the Gray basement. Everyone is asked to bring down his old yellow pages, white pages, and suburban books in exchange for 1975 editions. The center closes February 7.

TAX-PAYER ASSISTANCE

The Personnel Department reports that employees who have questions about their taxes can phone the Internal Revenue Service's Tax-Payers Assistance Office, 223-3431, for information. This office is staffed with tax experts to answer questions from citizens.

If you have specific questions regarding education expenses and tuition-aid payments, you may also call this number. In addition, a pamphlet entitled "Tax Information on Education Expenses" is available in the Education and Training Office in the Personnel Department.

SAFETY AND YOU:
FIVE BASIC RULES OF SAFETY

1. Report any unsafe condition or act that you observe.
2. Remove any foreign material from floors, or report it so it may be removed at once to prevent injury to others.
3. Report defective or damaged equipment at once and don't continue to use it.
4. Walk, don't run, in halls and on stairs; use safety mirrors to see busy intersections.
5. Follow correct work procedures and safe work practices.

PLEASE DON'T HOLD

Nothing is more frustrating than being put on "hold" before you have a chance to say anything. If you receive a second call and must put the first caller on hold, it is better to listen to the request of the second caller. You may be able to dispose of the call quickly. More important, it may be an emergency. If the second caller must wait, he is much more willing to do so after stating his request.

PATIENTS, TAKE NOTE: Chapel Concert, Wednesday, February 5, 3 p.m.; Louis Arnold, classical guitar.

"MIRACLE MAN OF THE WESTERN FRONT"

In 1902 a very resolute young immigrant from Turkish Armenia entered Harvard Dental School at the age of 23. For his first seven years in the United States, he worked twelve hours a day in a Worcester wire mill and studied at night.

When he died on October 19, 1974, Dr. Varaztad H. Kazanjian was Honorary Surgeon at the MGH, Professor Emeritus of Plastic Surgery at Harvard Medical School, and internationally recognized as one of the great pioneers in plastic surgery.

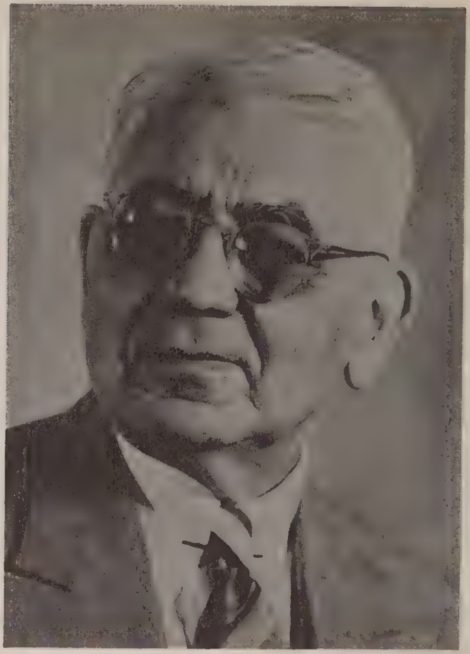
Throughout his long career he combined a natural dexterity, painstaking care, and resourcefulness to bring relief to thousands of patients with facial injuries and deformities.

Dr. Kazanjian became interested in the treatment of fractured jaws and congenital deformities at Harvard Dental School, whose clinic at that time attended to many patients with such problems. After graduating in 1905, he practiced dentistry and began his long association with Harvard as Assistant in Prosthetic Dentistry.

Word quickly spread of his specialized skills and creativity in constructing unusual appliances. Hundreds of patients were sent to him. This expertise was transported overseas in 1915, when the First Harvard Unit was formed to serve with the British Forces. As Dental Chief of the Unit, Dr. Kazanjian established in Camiers, France, the first dental and maxillofacial (lower half of the face) clinic in the British Expeditionary Forces.

More than 3000 cases of gunshot, shrapnel, and other severe wounds of the face and jaws passed through Dr. Kazanjian's hands during the war years. He was dubbed "miracle man of the Western Front" by a British writer and was invested a Companion of the order of St. Michael and St. George by King George V.

When he returned to this country in 1919, Dr. Kazanjian went back to school again--to Harvard Medical School--to get the medical training needed to carry on his surgery.



Dr. Varaztad H. Kazanjian

His modesty hid his accomplishments until the day that Dr. Harvey Cushing and two high-ranking officers from the Royal Army Medical Corps came to one of the surgical conferences. Upon glancing at the assembled students, one British officer grabbed the other and rushed up the amphitheatre stairs to drag down a very reluctant student. He turned out to be Dr. Kazanjian, who was introduced as the man who had taught these guests the technique which was about to be demonstrated.

After his graduation from Harvard Medical School in 1921, Dr. Kazanjian developed an active surgical practice, performing "miracles" on patients from all over the world. He served on the staffs of most major Boston and suburban hospitals. At the MGH and the M.E.E.I., he headed a plastic clinic for many years.

Dr. Kazanjian was past President of the American Association of Plastic Surgeons, the American Society of Maxillofacial Surgery, and the New England Society of Plastic and Reconstructive Surgery. He received many national and international honors.

(continued on page 6)

The MGH Hot Line

BOSTON, MASSACHUSETTS
NEWS OFFICE, GRAY 12 (2206)
FEBRUARY 6, 1975

LAST CHANCE TO VIEW BREAST CANCER FILMS

Women employees have another opportunity to see the two excellent films that were shown January 29: "Breast Cancer--Where We Are Today," narrated by actress Jennifer O'Neil, and "Breast Self-Examination." They will be shown again on Wednesday, February 12, at 11:00 a.m. and 12:30 p.m. in the Lower Outpatient Amphitheatre, Clinics 1. The two films total 45 minutes in length and will be followed by a brief question-and-answer period.

Treasury

More than 400 women attended the two sessions on January 29. On hand to answer questions were Dr. Ann B. Barnes, surgeon, with Suzanne Hudson and Barbara Farley, Nurse Clinicians. Kathi Johnson of the Personnel Department announced that the Staff Clinic had arranged a special one-day clinic to handle follow-up appointments for employees.

FIRST-MONDAY SEMINAR

The First-Monday Seminar is being held the second Monday this month on February 10, 5:15-6:00 p.m. in the Moseley Rotunda. Dr. John C. Ayers, President of the Massachusetts Medical Society, will speak on "The Massachusetts Medical Society's Functions in Quality Assurance and Cost Control."

FOUND: Several gloves after the MGH Family Night at the Museum of Science.. Check the White Desk.

IT'S A LETTER...IT'S A TELEGRAM... IT'S SUPERPOST!

Post Office

Faster than most mail, more flexible than telegrams, cheaper than long-distance phone calls is the hospital's new TELEPOST service.

The machine wires your "mailgram" to the post-office nearest the address indicated. If it is sent by 4 p.m. of any day, the message is guaranteed delivery by the U.S. postman in the first round of the next day.

The cost per mailgram is $2.00, no matter where it goes in the United States. You are allowed up to 600 characters and spaces (about 100 words, capitalized). For an additional 50¢ you can have a confirmation copy by mail the next day, and for 10¢ a copy at the end of the billing month.

For out-of-country transmission, the cost is 15¢ per word, with a minimum charge for 23 words ($3.45).

Unless you can telephone after 5 p.m. or limit the call to a few minutes, it is probably less expensive to send a mailgram. For example, to call Chicago station-to-station between 9 a.m. and 5 p.m. costs $1.15 for the first three minutes and 35¢ each additional minute. You can talk only five minutes before your call exceeds the cost of a mailgram.

The telepost machine is located in the Credit Office, Gray 1. Please call ext. 2183 before going there to make sure the operator and machine are available. You must type the message and address in advance.

HONORS COLUMN

DR. HARRIET L. HARDY, Board of Consultation, received the 1974 American Public Health Association's Edward W. Browning Award for "outstanding contributions in the prevention of disease." A leader in the field of occupational health, Dr. Hardy investigated the health hazards of atomic radiation and beryllium, a substance used in manufacturing fluorescent lamps. Her early research led to the discovery of the respiratory disease caused by beryllium. At the Division of Occupational Hygiene of the Massachusetts Department of Labor, she began a crusade for the prevention of work-related illness. Her efforts at the MGH led to the establishment in 1949 of the Occupational Medicine Clinic, which she headed for many years, and in 1952 of a Beryllium Case Registry which serves the nation.

At M.I.T. Dr. Hardy directed for 21 years the Occupational Medical Service, which sought to prevent the occupational effects of atomic radiation. She was cofounder of the MGH's Isotope Committee, charged with establishing a protection program for workers and patients exposed to radiation.

……

Several MGH physicians participated in a special "Cancer Dialogue" presented by WEZE-Radio in cooperation with the Metropolitan Boston Unit of the American Cancer Society during the week of January 13. DR. RICHARD MASTERS, Assistant in Dermatology, spoke on "Life-style and Cancer." DR. STEPHEN E. HEDBERG, Assistant Surgeon, talked about colon-rectal cancer. Discussing breast cancer were DR. LESTER KALISHER, Assistant in Radiology, and a former MGH resident in surgery, DR. NILE L. ALBRIGHT, now with the New England Deaconess Hospital.

……

DR. THOMAS N. CHASE, a former resident in neurology at the MGH, has been appointed Director of Intramural Research and Scientific Director of the National Institute of Neurological Diseases and Stroke, one of the National Institutes of Health. He had previously been chief of the National Institute of Mental Health's Section on Experimental Therapeutics.

MRS. ETHEL JERKINS, Hostess at Bartlett Hall, has good reason to be proud of her daughter, Linda Sparks. Mrs. Sparks will soon graduate from Boston University with a concentration in liberal arts. Meanwhile, she has been sworn into the ranks of the Quincy Police Department--one of the first two women to join, and the second black.

……

MRS. HELEN C. LAVEY, R.N., who recently celebrated the 50th anniversary of her graduation from the MGH School of Nursing, was the opening speaker at the World Religion Day service in the chapel on January 19, arranged by the Spiritual Assembly of Baha'i's. A leader in nursing education in the Boston area, Mrs. LaVey was a founder of the Boston University School of Nursing.

RETIREMENTS

The hospital wishes good health and happiness to the following members of the MGH family, who retired on January 1:

William Clubb, Orthopaedic Shop, 42 years, 9 months.

Ruth Felch, Psychiatric Research Laboratory, 20 years, 8 months.

Mary DelGrosso, Phillips House Housekeeping, 20 years, 2 months.

Edith Finnemore, Phillips House Nursing, 17 years, 3 months.

Yvette Winnette, Pathology, 15 years, 11 months.

Mary Meinhart, Medical Records, 15 years, 8 months.

Sophia Goldberg, Administration, 12 years, 2 months.

Rose Parratta, Orthopaedic Shop, 10 years, 10 months.

Wendall Mosher, Animal Farm, 9 years, 4 months.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

FEBRUARY 13, 1975

NEW STAFF APPOINTMENTS

The Board of Trustees, upon the recommendation of the General Executive Committee, has made the following new staff appointments:

Dr. Faye B. Arnette, Assistant Psychologist, Neurology

Dr. Mitzy L. Canessa, Visiting Associate Biologist, Medicine

Dr. Patrick E. Ciccone, Clinical Associate, Psychiatry

Dr. Melvyn L. Grossman, Clinical Associate, Psychiatry

Dr. Gretchen B. Kronenberg, Clinical Associate, Pediatrics

Dr. David L. Maltz, Clinical Associate, Pediatrics

Dr. Judith D. Saide, Assistant in Biochemistry, Medicine

Dr. Daniel P. Schwartz, Consultant in Psychiatry

Dr. Neil S. Shore, Clinical Associate, Medicine

Dr. Robert S. Steinberg, Assistant in Orthopaedic Surgery

Dr. Denise J. Strieder, Clinical Associate, Medicine

Dr. Samuel D. Stulberg, Assistant in Orthopaedic Surgery

Dr. David S. Walton, Assistant in Pediatrics

AN EXPERIMENT!

Beginning February 18, Monday through Friday, the General and East Cafeterias will offer a 99¢ luncheon special.

Daily notices will be posted indicating the menu. No substitutions, please!

GERARD McMAHON FATALLY INJURED

Friends and co-workers of Gerard McMahon were saddened to learn of his tragic death on Saturday morning, February 1. He was the victim of a hit-and-run accident and died at Peter Bent Brigham Hospital. An employee of the MGH since October, 1972, he had served as a Messenger in the emergency X-ray unit of the Radiology Department. He was 25.

RECOMMENDED READING

Do you know that you can ask a caller to hold, talk with another party on another extension, and then return to the caller--all on the same line? This "hold-and-consult" procedure is described on page 2 of your MGH telephone directory.

That handy blue book is recommended reading for anyone who wants to get the most out of his telephone. The first four pages are full of useful information such as a list of the institutions with which we have tie lines, instructions on how to transfer a call, and other procedures which might surprise you. Rather than calling the MGH operators when you have a question, consult the directory and learn something new!

HEALTH INSURANCE INFORMATION

from the Personnel Department

What Happens To My Health Benefits When I Turn 65?

Q. What happens to my Blue Cross/Blue Shield/Master Medical when I turn 65?

A. If you are 65 or over, you are no longer eligible for Blue Cross/Blue Shield. You are eligible for Medicare and Medex coverage. Medicare is the health-insurance coverage for people age 65 and over. You must personally apply for Medicare through the Social Security Administration. Medicare provides the major portion of your medical and hospital benefits whether or not you are continuing to work. Medicare benefits are supplemented by Medex, which is offered to you here at the MGH. Medicare and Medex together provide you with complete health-insurance protection.

Q. How do I apply for Medicare coverage?

A. If you are approaching your 65th birthday in 1975, you should take your birth certificate to the Social Security Office nearest your home (locations are listed in the phone book) during your enrollment period--three months before to three months following your 65th birthday. Once you apply, benefits become effective on the month of your birthday. Medicare Part A (Hospital Benefits) is free and Part B (Medical Benefits) costs $6.70/month.

You should also come to the Personnel Services Office to sign forms to convert your current Blue Cross to Medex so you will have complete and continuous coverage. Enrollment in Medicare and conversion to Medex are not automatic processes, but require your personal follow-through.

Q. If I am not 65 yet, will I be reminded to make these necessary changes?

A. All employees nearing their 65th birthday receive a letter reminding them to come to Personnel Services to make important changes in their benefits.

Q. What if I am past 65 now and have not yet applied for Medicare?

A. If you are over age 65 and have not enrolled in Medicare, you may do so during the general enrollment period--January through March. There is a 10% late charge for each 12-month period past your 65th birthday for which you did not enroll. If you have not applied, it is very important that you do so right away.

The Medex coverage offered to you through the MGH is only a supplement to the very important Medicare coverage. Without Medicare benefits, the value of Medex is minimal.

If you have any questions about your health insurance coverage, please feel free to call Marianne Gruber, Personnel Services, at extension 2235.

PATIENTS, TAKE NOTE: Chapel Concert, Wednesday, February 19, 3 p.m.; Yo Yo Ma, cello, and Phillip Kuttner, piano.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

February 27, 1975

SPOTLIGHT

Our Talented Carpenter Shop

There are many pleasant spots to pass through or visit in the hospital. There is the Chalet with its massive wooden beams and the Penthouse with its four hand-carved Indians, There is the "red brick road" between the Clinics and White basements and the Medical Records Information Central it passes. There are cozy offices that reflect the individuality of their occupants.

Much of the magic that transforms these areas into attractive places comes from the MGH's talented Carpenter Shop.

(continued on page 4)

Here is Chris Tiglianides, the hospital's Locksmith, at his key-making machine in the Carpenter Shop.

DISTINGUISHED VISITOR

Mrs. Kitty Dukakis, wife of the Governor, proved to be a very interested visitor to the MGH Genetics Unit in January. Dr. Richard W. Erbe, Acting Director, described to her his research with follic acid. She showed an intense interest, asking a number of questions about the role of follic acid in genetic disorders. After the briefing Dr. Erbe showed the Governor's wife a number of laboratories where research in genetics is being carried on. The follic acid studies are being supported by the National Foundation-March of Dimes, which arranged Mrs. Dukakis' visit. Accompanying her was Mrs. Arthur S. Hotch, Regional Volunteer Advisor for the National Foundation, and Chris Peatridge, a volunteer aide to the Governor.

DR. BAUMAN HOLDS NEW RADIOLOGY POST

Dr. Roger Alan Bauman was appointed in January to a newly created post, Assistant Chief of Radiology. Dr. Juan M. Taveras, Chief of Radiology, said that Dr. Bauman will be in charge of operations and computer activities.

Dr. Bauman came to the MGH Department of Radiology in 1969 on a special assignment of the United States Public Health Service (U.S.P.H.S.). He served as liaison on a project which resulted in automation of the Radiology File Room and computer scheduling of patients for X rays. Since 1972 he has been Assistant Director for Radiology in the Laboratory of Computer Science, a position he continues to hold.

A native of Wisconsin, he received his undergraduate education at Lawrence University in Appleton and his M.D. in 1962 from Northwestern University Medical School. For twelve years he was with the U.S.P.H.S. as a commissioned officer, most recently as Senior Surgeon (Commander). His experiences with the Service include Medical Officer on an oceanographic ship and later at the U.S. Coast Guard Station in Annette, Alaska. He was also Director of the Alaska Native Health Clinic on the island of Annette, where he was the only physician for 2,000 inhabitants.

Dr. Bauman is a member of several professional associations, including the American College of Radiology, where he chairs the Committee on Computer Assisted Instruction and Diagnosis.

The MGH HOT LINE is published three times a month by and for the employees of the Massachusetts General Hospital, Boston.

Charles A. Sanders, M.D.,
General Director
Martin S. Bander,
Deputy to the General Director
(News and Public Affairs)
Mary M. Hoffmann, *Editor*
Doris G. Schreckengaust, *Copy Editor*
June Hurwitz, *Typist*

Dr. Roger Alan Bauman

TELEMEDICINE AT LOGAN AIRPORT FILMED FOR "GOOD MORNING" SHOW

A discussion of telemedicine filmed at the Medical Station at Logan Airport is scheduled to be included in WCVB's "Good Morning" show on February 28, 9-10:30 a.m.

Dr. Thomas F. Dwyer, psychiatrist, Coordinator of Teleconsultation, talked with Channel 5's Bob Raser via closed-circuit TV to demonstrate how a psychiatric patient can be interviewed at Logan. At the Medical Station with Mr. Raser were June Carroll, R.N., Staff Nurse, and Maryann Koloski, Secretary.

* * *

ANNIE GALBRAITH, R.D., Associate Director of the Dietary Department, was interviewed for National Nutrition Week on the subject of "Women and Work." It will be aired on Dave McNeil's radio show at 11:00-11:05 a.m. on WCRB during the week of March 2-8.

PATIENTS, TAKE NOTE

Chapel Concert, Wednesday, March 5, 3 p.m.: Nicole Marteau, piano, and David Hanks, cello. Selections from Vivaldi, Beethoven, and Chopin.

It All Started in a Lady's Drawing Room

The Vincent Show, the Club that produces it, and the Hospital it supports, have formed a unique tradition in Boston, In a series of articles the HOT LINE will explore that tradition.

Each year some 3,400 Bostonians lose their solemnity at a four-day rite of spring. Begun 82 years ago in a gentlewoman's drawing room, this heady affair now goes on right out in the open in the New England Life Hall. Its ingredients have remained the same--champagne, music, theatrics, and laughter.

This unique event is the Vincent Show, a musical extravaganza staged during four days in April by the Vincent Club. From the Club's talented members comes not only the cast but also the original script, music, costumes, scenery, and 17,500 hours of year-round labor to produce it.

Although frivolity is the reigning spirit of the show, its purpose is serious. It has nurtured the Vincent Memorial Hospital, the gynecological service of the MGH, since its founding in 1891 and now provides about $50,000 each year. This contribution, plus interest accumulated over the years, underwrites some 30 percent of the vital research that is carried on at the hospital.

A Vincent-Show chorus line from 1906.

It's on its way--the 1975 Vincent Show! This year's extravaganza, entitled "IT'S MUSIC!", will be a revue spoofing everything you ever heard that passed for music, and much more.

The 83rd annual show of the Vincent Club will be presented on April 2, 3, 4, and 5 at 8:30 p.m., with a Saturday matinee at 2:30, at the New England Life Hall, 225 Clarendon St., Boston. Tickets start at $3.00. The box office is open from March 17, Monday through Friday, from 10 a.m. to 5 p.m. Mail orders are being accepted now!

Vincent Memorial owes its existence to an incongruous but happy union of theatrical arts and medicine. It all started when a 19th-century English girl, Mary Ann Farlow, decided to cross the lines of female respectability and become an actress. At the age of sixteen she married J. R. Vincent, a well-known actor, who brought her to America in 1846 to play stock at the National Theatre in Boston. After Mr. Vincent's death five years later, Mary Ann pursued her career, playing in the Boston Museum Stock Company until her death in 1887.

Contrary to the popular view of actresses in those days, Mrs. Vincent was as kind, generous, and religious as she was talented. In recognition of her attributes, a neighbor and admirer, Miss Caroline Staples, sought a worthy charity that might carry the name of the actress into the future.

She found it in the Dispensary of Trinity Church, which gave medical care to needy women of the parish. With Miss Staples' gift and contributions from many actors, the Vincent Memorial Hospital was incorporated in January, 1891. Its first home was on 44 Chambers Street, close to the MGH.

The first surgeon and Chief of Staff of the hospital, Dr. Lena V. Ingraham, taught at Mrs. Shaw's School for Girls. The senior class apparently had social consciences as finely tuned as any on today's campus. Gathering at the home of Miss Lucy Derby one evening, they devised a foolproof way

(continued on page 5)

A typical morning in the Carpenter Shop? No! Many of the men are normally answering requests for help throughout the hospital. Gathered for the photo are, from left Antonio Freitas, Aldric Slack, Albert Pesiri, James Guiry, Frank Raneri, Nick Darides, Gary Sluhocki, Michael Gianatassio, and George Terzides. Other members of the shop are Anthony Barbetta, Nathan Bordenstein, Percival Glasgow, Eric Johnson, Joseph Petrusis, and Chris Tiglianides.

CARPENTER SHOP (continued from page 1)

The shop's 16-man crew can be seen anywhere in the hospital repairing all kinds of furnishings. But they are also designers and builders. Anything from operating room cabinets (with formica both inside and out), to chairs, to bookcases, to desks, and tables of many kinds can be constructed in the Carpenter Shop.

They are also responsible for framing the hundreds of decorative prints that hang on MGH corridors and office walls. And when an office moves to a new location, they are there to help carry out a complete renovation, if necessary.

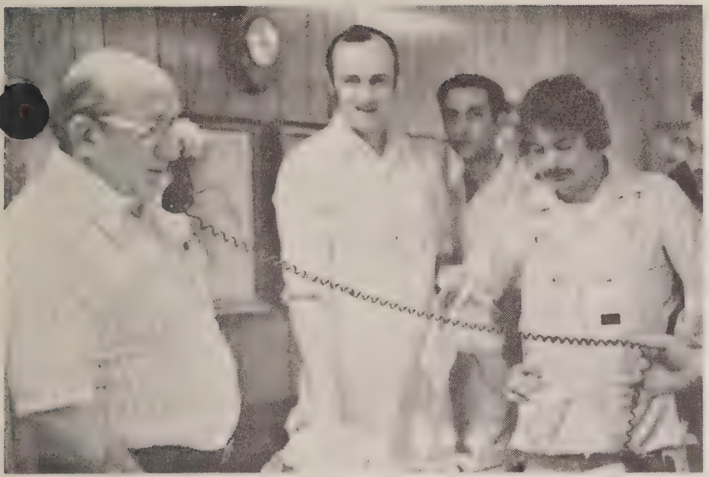
Near the corner of Cambridge and Garden Streets, the Carpenter Shop's entrance, on 12 Garden Street, is a small one that opens on a narrow staircase. But if you enter by way of the grand rear elevator, there is room enough for you and yards of lumber.

In either case, you end up in a spacious, well-lit room 50 feet wide and 100 feet long, where the men and machines can spread out comfortably to do their work. At one end is the busy office of James Franklin, who has been with the shop for 26 years, 15 as foreman.

As one of the carpenters drops in to report a job completed, the phone rings to report another job that needs doing. The men cover the approximately 24 MGH buildings as well as the Chelsea and Bunker Hill Health Centers and the Medical Station at Logan Airport.

"My men are all first-class carpenters," Mr. Franklin said. Indeed, they bring special skills to the job. The Assistant Foreman, George Terzides, for example, carved the

The frames of most pictures that adorn MGH walls are put together by Antonio Freitas with the help of a molding machine.



The phone never stops ringing at the Carpenter Shop, even in the middle of a birthday party for the boss, James Franklin, left. Presenting the cakes are, from second left, James Guiry, Frank Raneri, and Gary Sluhocki.

CARPENTER SHOP (continued from page 4)

Penthouse Indians and gilded lion in the Chalet. He learned woodcarving in his native Greece.

The fine skills of the carpenters allow the hospital to pursue special projects without costly outside help. The Penthouse, completed in September, 1969, and the Chalet, finished a year later, were designed by Mr. Franklin and Anthony I. Giarrusso, General Foreman of Maintenance, and built entirely by the shop. In helping Lawrence E. Martin, Associate General Director, furnish his new office in early American style, Mr. Franklin sketched the design of the trestle table at a store and had it made in his shop for half the price.

The shop is well equipped with two circular table saws with 16" blades, a large pull saw to cut plywood, a band saw for fancy work, a picture molding machine for framing, planers, a lathe to cut legs for chairs, a mortise machine for making joints, sanding machines, a drill press, and six routers for cutting formica.

Within the Carpenter Shop is a small room that glitters with hundreds of keys. Here presides Chris Tiglianides, the hospital's Locksmith, who keeps the multitude of locks in good repair. If you move into a new office, he changes the lock and may also make the name plates. (And if you leave your key at home, he has to make a special trip to bail you out!)

IT ALL STARTED IN A LADY'S DRAWING ROOM

(continued from page 3)

to raise money for the hospital. The meeting forged the Vincent Club, which one month later, on April 26, 1892, produced the first Vincent Show.

The early shows were a series of "tableaux vivants" (sustained poses that make "living pictures") held in fashionable drawing rooms of private homes. Cake, candy, fancy work, and flowers were sold by usherettes during intermission. The traditional Vincent Drill, precision marching in intricate patterns, began in 1895 as the show moved into public halls and theaters.

Adding to the mystique of the show was the "no gentlemen allowed" rule, which prompted many a "lady" of Harvard's Hasty Pudding Club to crash the show. Although by 1920 the audience included both sexes, the members of the Club and participants in the show are still all female.

Many delightful traditions have survived to this day--including both artistic and financial success. The young ladies' first venture raised $494.00 for the hospital, a tidy sum in those days. In 1974, about $45,000 was raised, bringing the total to more than one and a half million dollars.

The Vincent Memorial Hospital made several moves before it found its present home on the first three floors of the Vincent-Burnham Building. In 1940 the staff and Trustees of the hospital accepted the invitation of the MGH for the Vincent Memorial Hospital to become its gynecological unit while retaining its own identity and staff. Dedication exercises for the present building were held on November 25, 1947.

(future articles: growth of Vincent Memorial Hospital; behind the scenes of this year's Vincent Show).

Mr. Stang and his wife, Alva, receive wishes for a happy retirement from Mr. McCue, right.

ACCOUNTING DEPARTMENT LOSES AN EXPERT

"I don't know what we'll do without you," exclaimed an employee from Patients Accounts. "You know everything!"

These were words often heard in many forms at the retirement party of Richard H. Stang, Internal Auditor, on January 24.

It is said that Mr. Stang never got away from his first assignment at the MGH in 1951. He was asked to examine the system of keeping patients accounts. In the 24 years that followed he oversaw the operation of this increasingly complex area with a precision and expertise that will be impossible to replace.

"He is the person most knowledgeable in billing and claims preparation in the hospital, if not in all of Boston," said Joseph P. McCue, Director of Fiscal Affairs.

During Mr. Stang's tenure, the hospital's financial affairs were buffeted by dramatic changes--the advent of Medicare in 1966, the computerization of billing, the state take-over of Medicaid in 1968, inflation and wage-price controls, and the expansion of the role of Blue Cross/Blue Shield and other third-party payors.

Throughout this era Mr. Stang was a stabilizing force, helping the Accounting Department to maintain the highest standards of accuracy and efficiency while it developed new methods.

He would work out a system to the last detail, never satisfied if one loose end remained. This philosophy permeated his department.

His delicate role as liaison with third-party payors was executed with such grace that he formed close friendships with their representatives.

A quiet, modest man, he has had a strong personal impact on those who have worked with him. He is both widely respected and greatly loved.

Full of surprises were these members of the Proposition, Boston's well-known improvisational show, when they entertained MGH patients on the evening of January 29. Donating their talents were, from left, Linda Harvey, Ann Jordan, and Jack Blessing. Tim Hall was also part of the cast, and Patrick Lindley accompanied on the piano. Using suggestions from the audience, they performed a series of hilarious skits, including an opera based on the early days of the MGH.

MGH Family Night: Something for Everyone

More than 1500 MGH employees and their families explored the wonders of the Museum of Science on January 30, MGH Family Night. There was something to fascinate everyone, from the youngest visitor, 12-day-old Frederic (son of Ronald Altman of the Orthopaedic Shop) to the oldest.

Youngsters stared mesmerized as the large hot air balloon floated up two stories and down again, and as feathers dropped 35 feet in a vacuum. For sea-lovers there was the 90-foot wave tank, a collection of beautiful shells, and a sand-pattern pendulum showing harmonic motion. The curious matched their wits against the computers in tic-tac-toe games, while the bold stroked a boa constrictor held by a Museum employee. The "Transparent Woman" gave everyone a chance to see what lies underneath the skin.

The Museum of Science opened all its facilities and exhibits exclusively for MGH employees. Special shows were given at the Hayden Planetarium and at the Cahners Theater, which featured "Things in Motion," a dramatic presentation of the laws of motion. Refreshments, provided by the Dietary Department, gave families a delightful treat as well as a chance to get to know each other.

From the viewpoint of the Museum staff, the MGH personnel who planned the event, and those who discovered--often for the first time--the delights of the Museum, the evening was a great success.

The Museum of Science party was planned by a committee of nine: Ruth MacRobert, Director of the Personnel Department (Chairman); Edmund R. Mattos, Assistant Director of the MGH; Marjorie Bennett, Assistant Director of the Volunteer Department; Adele L. Corkum, R.N., Assistant Director, Nursing Services; Gellestrina T. DiMaggio, R.N., Associate Director, Nursing Services; Anthony I. Giarrusso, General Foreman, Maintenance; Louise Hatch, Director of the Dietary Department and Dietetic Internship; Louise Kelley, Training Instructor, Building Service; and Frank Moy, Industrial Engineer.

Many staff members volunteered their services to help provide a pleasant evening for their fellow workers.

The guides and ticket attendants were Paul Kayne and his wife, Chris, Evelyn Stigger, Frank Moy, Katherine Parks, Elaine Strousky, Robert Cavicchi, Bernard Speaks, and Tony Giarrusso.

Claire Turgeon, R.N., and Anne Sheetz, R.N. were on hand to provide nursing care in the first-aid room.

Capturing MGH families on film were photographers Louise Kelley and Evelyn Basso.

Our Volunteer Department found seven helpers to keep the coat racks in order. They were Miss Alice Corcoran, Miss Virginia Dente, Mr. and Mrs. Ernest Farese, Mr. Maurice Greenbaum, Mrs. Josephine Kasloff, Mr. Alfred Strand, and Mrs. Charles Weeks.

A large number of volunteers from the Dietary Department worked in the several refreshment areas. Helpers from the staff were Barbara Buswell, Jane Gillis, Nancy Hsu, Martha Lynch, Sister O'Connor, Louise Hatch, and Mae Dozier. Dietetic Interns who volunteered were Joan Augsburger, Helen Meyer, Linda Piette and her husband, Don, Jean Ryan, Pamela Swan, Joan Werner, Dana Derick, Joyce Karp, Mary McGlew, Judy Morgan, Marie Taylor, Janice Wheeler, Carolyn Crimmins, Jeannie Milton, and Carol Schlaman and her husband, Jerry.

RETIREMENTS

The hospital wishes good health and happiness to the following members of the MGH family, who retired on February 1:

Theresa Larsen, Phillips House Nursing, 25 years

Elizabeth Bishop, Phillips House Nursing, 17 years, 4 months

Kathleen Murphy, Bulfinch Nursing, 17 years

Claud Hoskin, Dietary, 15 years, 4 months

At the MGH FAMILY NIGHT at the MUSEUM OF SCIENCE there were...

today's events

large families,

small families,

tiny friends,

furry friends,

people having fun,

curious people,

Other photos will be on display in the Gray elevator lobby for two weeks starting February 27. There will be a sign-up sheet for those who wish to have their own pictures after the display has been taken down.

people learning,

Apollo Command Module

future astronauts.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206) March 6, 1975

Valentine's Day in the Coffee Shop.... Urlene Straker (left) wore a friendly smile, while Bill McCabe wore his heart on his hat. Meet other Coffee Shop personnel on page 3.

A new Bicentennial gift for blood donors.

Are You Getting the Most From Your Food Dollar?

from the Dietary Department

March 2-8 is National Nutrition Week.

These are times when all of us need to reflect on whether or not we are getting the most nutrition for our food dollar. According to Betty Worcester, President of the Massachusetts Dietetic Association and a registered dietitian, even during inflation food can and must continue to be both enjoyable and nutritious.

How is this accomplished? One must become an astute shopper and use imagination in menu-planning. The key to success is to make sure to choose a variety of foods from the four food groups:

(continued on page 2)

A GIFT FOR BLOOD DONORS

Blood donors at the MGH are now being offered a handsome Bicentennial plaque as a token of appreciation for donating on a continuing basis. To qualify, a person must make at least three volunteer donations in any 12-month period.

Those volunteer donors who have already donated during the past few months need only make one or two more donations to become eligible for this award. Just come to the Blood Bank at any time during the regular hours:

Monday-Thursday	8:30 a.m. - 8:00 p.m.
Friday	8:30 a.m. - 4:30 p.m.
Saturday	8:30 a.m. - 4:00 p.m.

Remember that a minimum of eight weeks must elapse between blood donations.

YOUR FOOD DOLLAR (continued from page 1)

(1) Milk and other dairy products.

(2) Meats, poultry, eggs, nuts, and legumes.

(3) Fruits and vegetables.

(4) Whole-grained or enriched breads and cereals.

Make sure that when you reach the check-out counter at the supermarket, the contents of your food basket have a high nutritional score. Empty calories (carbonated drinks, cakes, pies, etc.) are costly in many ways.

One major area where the dollar drain is great, with little or no return on investment, is the ever-popular "fad diet." The A.D.A. reminds us that food fads always make big promises--fantastic health, long life, instant slenderness, magical cures of illnesses. But remember, food fads do fool. They waste money and sometimes even endanger health.

The MGH Dietary Department encourages you to join it in taking a closer look at the food dollar!

TUITION AID BLUES

from the Personnel Department

You say that the S.L.A. bombed the B.U. Computer and that's why you haven't brought us your grade report? No? You say that the M.B.T.A. had a blackout, and you and 47 other passengers burned your grade report to keep warm while waiting for the rescue party? No?? Well then, what has kept you away from that office on Moseley 1 where the nice Tuition-Aid people are waiting for your proof of completion? Think of us, down here, unfulfilled until YOU bring us a grade...Come on in; it only takes a minute and is completely painless. As the bard has it, "You got the Aid; new let's see the grade!"

Please, there are 195 (that's one hundred and ninety-five) of you recalcitrants. Let's MOVE IT!!!

WHAT IS YOUR NUTRITIONAL I.Q.?

This quiz comes to you from our Dietary Department in honor of National Nutrition Week. Check answers on page four to test your nutritional awareness.

SCORE: 8 or more - excellent
5 to 7 - good
below 5 - take a dietitian to lunch!

Circle T (true) or F (false) after the following statements:

1. Mickie's favorite sandwich is peanut butter. This provides good nutrition. T F

2. One should always buy "prime" cuts of meat. T F

3. Your weight can fall within the normal range on the height-weight chart, but you can still have excess fat. T F

4. Butter has more calories per teaspoon than margarine. T F

5. Fresh fruits and vegetables are not always the best buy. T F

6. Eliminating carbohydrates from your diet is the best way to lose weight. T F

7. The "golden ager" requires as many nutrients as the "jet-setter." T F

8. Powdered skim milk (nonfat dry-milk solids) is a good bargain. T F

9. Salt in your diet increases your weight. T F

10. Scotch is "scotch" on calories. T F

The MGH HOT LINE is published three times a month by and for the employees of the Massachusetts General Hospital, Boston.

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Deputy to the General Director
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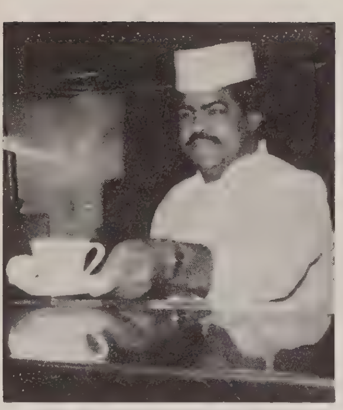
Mary M. Hoffmann, *Editor*
Doris G. Schreckengaust, *Copy Editor*
June Hurwitz, *Typist*

Alan Gentle
at the grill



Harry Gerald
from the morning crew

MEET THE COFFEE SHOP PERSONNEL!

In the November 14 HOT LINE, Joseph Field, Coffee Shop Manager, described the early-morning bustle of the Coffee Shop. Here he concludes his story with an introduction to the afternoon personnel and activities.

Urlene Straker is usually on the sandwich-salad station; Bill McCabe serves hundreds of cups of soup and beverage every day; and Renette Calvin handles a great variety of items from the fountain. Everyone knows more than one routine. That makes for more job interest and increased efficiency!

Clark Hazelwood is being trained to operate the dishmachine, to handle the grill, and to work at the soda fountain. So he, like the folks on the early shift, divides his time--sometimes downstairs, sometimes on the first floor. Mary LaTorre sees that the table space is ready for each customer. They form a steady line, often reaching 25, before the late shift arrives at 3:30 or 4:00 p.m.

It's a smooth transition. Before they go off duty, Mr. Field and Niki Talianis review mutual interests and concerns with Cliffa Blanchard, the afternoon-evening supervisor. She maintains the same service standards when four part-time workers take the place of those who go off duty between 2:30 and 3:30. Alan Gentle and Jean Lauture work as needed--on the counter, at the dishmachine, or on the grill. Natalie Barrett is assigned to the dining room. Shirley Mitchell is the cashier.

After the last customer is served, the Coffee Shop must be closed for the night. Mrs. Blanchard makes sure that the unused food is refrigerated, that the housekeeping chores are completed, and that things are in readiness for the 6:00 a.m. shift.

Then lights out...lock up...Goodnight!

NEW STAFF APPOINTMENTS

The Board of Trustees, upon the recommendation of the General Executive Committee, has made the following new staff appointments:

Dr. Virginia B. Peters, Assistant in Anatomy, Neurosurgery

Dr. Susan R. Rosbrow, Assistant in Psychology, Psychiatry

Dr. Anne M. Stoffyn, Assistant Biochemist, Neurology

Dr. Pierre J. Stoffyn, Biochemist, Neurology

Dr. Lee H. Willer, Clinical Associate, Psychiatry

The following appointments were approved in November, 1974:

Dr. John A. Correia, Assistant in Physics, Radiology

Dr. K.S. Krishnamoorthy, Assistant in Pediatrics and Assistant in Neurology

Dr. Jordan J. Winer, Podiatrist, Orthopaedic Surgery

TUITION AID NEWS

- Planning to take courses at Northeastern this spring? The Tuition Aid Office in Personnel, Moseley 1, would like to have your application for aid by March 10.
- Many checks for tuition aid this semester are still unclaimed. Pick up your checks now! They won't be held indefinitely.

HONORS COLUMN

Congratulations are in order for nine Respiratory Therapy Department members who have passed the Respiratory Therapy Technician Certification examination. The new Certified Respiratory Therapy Technicians are JOHN SIMMONS, GENE RAYMOND, EDDIE OSTIGUY, DONALD ANDERSON, GWEN FOXWORTH, RICHARD AWE, HENRY LAVOIE, JAMES PEABODY, and WILLIAM ARNOLD.

* * *

In February CHAPLAIN ALLAN W. REED, Director of the Department of Pastoral Services, conducted three two-hour seminars for the newly ordained Deacons of the Roman Catholic Archdiocese of Boston. Held at St. John's Seminary, Brighton, the seminars covered the topics of "Grief," "Sickness," and "Death."

* * *

At its November, 1974 meeting the New England Chapter of the Society of Nuclear Medicine awarded EARLE M. CHAPMAN, M.D., an "Award of Honor" for his pioneering use of radionucleotides at the MGH.

* * *

JEROME H. GROSSMAN, M.D., Director of Ambulatory Care Planning, participated in WRKO-radio's "Generations" program on February 9. The discussion focused on medical ethics and quality of care.

* * *

An MGH physician, DR. PAUL C. ZAMECNIK, has been named a Fogarty Scholar-in-Residence by the National Institutes of Health. A researcher, well known for his contributions to the field of protein synthesis, he is Director of the John Collins Warren Laboratories of the Huntington Memorial Hospital and Professor of Oncologic Medicine at Harvard Medical School. During his six-month stay at N.I.H., he will continue writing in his field of neurobiology and doing research with several scientists.

GOLFERS ARISE!

The MGH Golf League will hold its first meeting of the new year at 12 noon on Friday, April 11, in the Moseley Rotunda. All interested golfers are requested to attend. The golf courses to be used this year are the same as last year: Happy Valley in Lynn and Ponkapoag in Canton. The league will begin its season on Wednesday, April 16.

ANSWERS TO NUTRITIONAL I.Q. QUIZ

1. True: Mickie's peanut-butter sandwich is a rich source of protein, vitamins, and minerals. Combined with a piece of fruit and a glass of milk, it makes an excellent lunch.

2. False: Meat cuts graded "good" are often a better buy. They are lower in both cholesterol and cost.

3. True: Look in the mirror!

4. False: One teaspoon of butter and margarine each have 45 calories. Soft margarines may be lower in cholesterol, but not in calories.

5. True: Fresh fruits and vegetables should be bought when in season. Canned and frozen fruits and vegetables supply as many nutrients and sometimes are more economical.

6. False. Even the most calorie-restricted diet requires some carbohydrates. to be well balanced. Calories are energy. One must burn more calories than one consumes.

7. True: The elderly require fewer calories but just as many nutrients. Because they are less active physically, their nutrients are not as readily absorbed.

8. True: The fat is removed and vitamin A and D fortification is offered in many brands. Protein and mineral content compares favorably with fresh milk.

9. False: Salt has absolutely no effect on the weight of the majority of people. Should you suspect problems, consult your doctor.

10. False: All alcoholic beverages provide calories. Distilled liquors provide the same number of calories per ounce as the "proof." For example, "86 proof" Scotch has 86 calories per ounce!

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

MARCH 20, 1975

"Are you now, or have you ever been, a hippopotamus?" has not yet been added to the Blood Bank's list of screening questions. That's how Henrietta managed to slip through to give a pint of her rare type H blood. Since December, 1974, 29 units of vitally needed blood have been given by her friends, employees of the Workingmens Cooperative Bank, in their annual drive. Henrietta (Ellen Hunt) is the bank's mascot.

NEW POST FOR MARY ANN SPICER

Mary Ann Spicer, Supervisor of the Unit Coordinator Program in the Bulfinch, Vincent, and Burnham Buildings, will assume the position of Administrative Assistant, Phillips House Nursing Service, on April 1.

[illegible]s Administrative Assistant, Miss Spicer will have the major responsibility for directing and coordinating the nontherapeutic administrative activities of this nursing

(continued on page 2)

MGH Plans Bicentennial

Plans are being made for the MGH to participate in the nation's Bicentennial observance. The hope is to have at least a portion of the exhibit ready for April 19, when Boston 200 is officially opening its observance, nearly a year before the rest of the country.

Visitors will enter the MGH from the Jackson Tower entrance on Blossom Street. In walking to the Gray lobby, they will pass through a corridor lined with wall exhibits. Additional exhibits are expected to decorate the Gray Lobby.

Volunteers will take groups of visitors to the Ether Dome, where a primary attraction will be a slide show depicting the MGH from the viewpoint of "Where we are, where we've been, and where we're going." Emphasis will be laid on the hospital's patient care, research, and teaching, and the slides will take visitors on a tour of the hospital. Chances are that the slide show will be incorporated into the hospital's tour program after the Bicentennial observance ends in 1976.

The Ether Dome, which many people regard as the single most important room in the modern history of medicine, will be the focal point of the MGH participation in the Bicentennial.

Planning the event is a committee of fourteen. The physicians are Edward F. Bland, M.D., cardiologist; Jack R. Dreyfuss, M.D., radiologist; A. John Erdmann III, M.D., cardiac surgeon; W. Hardy Hendren, M.D., Chief of Pediatric Surgery; Robert D. Leffert, M.D., Chief of Rehabilitation Medicine; Ronald A. Malt, M.D., Chief of Gastroenterological Surgery; Claude E. Welch, M.D., surgeon.

(continued on page 2)

NEW IN TREADWELL LIBRARY

by Jacqueline Bastille

The Social Science Citation Index for 1973 has been loaned to the Library for trial by the Institute for Scientific Information, the publisher of the Science Citation Index.

The SSCI indexes every article and every significant editorial item from every issue of over 1,000 social science journals from the following disciplines: anthropology, archaeology, area studies, business and finance, communication, community health, criminology and penology, demography, economics, educational research, ethnic group studies, geography, history, information and library sciences, international relations, law, linguistics, management, marketing, philosophy, political science, psychiatry, psychology, sociology, statistics, and urban planning and development. To broaden the range, another 1,200 journals, as well as many important monographs, are selectively covered.

Like the SCI, the SSCI consists of three separate indexes: the Citation Index, the Source Index, and the Permuterm Subject Index, each covering exactly the same newly published articles, but indexing them in different ways.

We should like to know whether this indexing service is useful enough to warrant its purchase by the Library. Therefore, if you need to use it, please let us know so that we can help you. And be sure to let us know what you think of it!

BICENTENNIAL (continued from page 1)

Other members are Paul Andriesse, Medical Illustrator; Martin S. Bander (Chairman), Deputy to the General Director, News and Public Affairs; Stanley Bennett, Head of the Photography Laboratory; Nancy L. Kessner (Secretary), Head of Warren Library; Ferdinand Strauss II, Assistant to the General Director for Special Projects; James M. Vaccarino, Archivist; and Mary Ruth Wolf (Observer), Director of the Volunteer Department.

MARY ANN SPICER (continued from page 1)

service. Miss Spicer will function under the general direction of Miriam Huggard, R.N., Assistant Director, and in close collaboration with the Clinical Nurse Leader Staff.

"The Department of Nursing is pleased to announce this milestone in its administrative reorganization program and to welcome a person of Miss Spicer's expertise to its staff," said Mary E. Macdonald, R.N., Director of the Department of Nursing.

PALMER-DAVIS LIBRARY HONORED FOR INTERNATIONAL CONTRIBUTION

The Palmer-Davis Library of the MGH School of Nursing was awarded a Certificate of Appreciation from the International Book Project, Inc., for its outstanding contribution to the organization over the past eight years. The library is one of seven recipients of the award throughout the United States.

Using mailing lists prepared by the Project's nonprofit clearinghouse, the library has sent hundreds of used nursing and medical textbooks to nursing schools, hospitals, and universities in countries where such textbooks are greatly needed.

Assisting Carol Bennett, Head Librarian of the Palmer-Davis Library, are Peggy Jones, Gertrud Ilse, and Constance Chandler. Randolph Johnson, Lead Aide, Building Service, plays an indispensable role in transporting the books to the post office.

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The 50th class to graduate from Building Service's training program for Aides is: Front row; Edna Weekes, Baker Memorial; Joyce Virgo, Residences; Clementina Clachar, Phillips House; Frank Contrado, White Building. Back row; Louise Kelley, Instructor; Basil Collymore, Baker Memorial; Russell Moore, Vincent-Burnham; Bertha A. Smith, Assistant Director. Missing from photo; Ralph Bouvier, General Service.

SPOTLIGHT

A Unique Training Program

This is one of several articles exploring aspects of the Building Service Department.

When she first came to the MGH, Mrs. Edna Weekes, like many new Building Service Aides, had previous experience primarily as a private housekeeper.

There were many differences at the MGH. She joined a department of 415--the second largest in the hospital. (Nursing is first.) She could work on one of three shifts that cover the hospital 24 hours a day, seven days a week, cleaning anything from labs to isolation areas.

The most important difference, however, is that a clean environment is not just an amenity in a hospital, but a necessity in controlling disease.

To help newcomers gain a broad perspective of their work, the Building Service Department has designed a comprehensive month-long training program. On February 7, Mrs. Weekes and six other classmates became the 50th class to graduate.

Offering congratulations were the administrative staff of Building Service as well as Gellestrina DiMaggio, R.N., Associate Director of the Department of Nursing, and Lawrence E. Martin, Associate General Director. They echoed the theme expressed by Louise Kelley, Training Instructor.

"Our purpose here is the same as the doctors' and nurses'--to help patients get well and prevent the spread of disease," she told the students. "Proper cleaning technique is one means to that end."

Just about any problem that a Building Service Aide may face, any procedure he may use, is discussed during the 20 classroom sessions. With the help of a handbook, the aide learns correct use of products, proper body mechanics, safety, bacteriology, and cleaning techniques for isolation and other special areas.

Guest speakers include Carole DeMille, Infection Control Nurse, Edward Tateosian, Environmental Control Officer, Robert Cavicchi, Safety Officer, and Building Service Supervisors. They show how the employees' work fits into the total picture. And in instruction, it is not only the procedure for making a bed that is discussed, but also the feelings of the patient who occupies it.

(continued on page 4)

Clementina Clachar, left, receives a certificate of completion from Bertha Smith, Assistant Director, Building Service, at graduation.

With spring comes a new group of chaplains to the MGH to learn and contribute through the School of Pastoral Care. From left, they are: Allan W. Reed, Supervisor; Craig Coleman; Carole Bohn; Lincoln Holmes; Harry Koenig, Chaplain Resident at MGH; Donald S. Amussen, Supervisor; James McHugh; James Jones; and Priscilla Dreyman.

BUILDING SERVICE

(continued from page 3)

Because the students are on the job half the day after classes, they are encouraged to bring their experiences and questions into the classroom. "If the instructor didn't know the answer to a question, she would write it down and bring you the answer the next day," Mrs. Weekes recalls.

There are no easy answers to some questions--Why don't people use an ash tray instead of the floor? Why do they ignore the signs we put up? But airing the frustrations of the job prevents the buildup of tensions.

"We try to establish a pattern of open communication that will continue after the class has ended," Miss Kelley said.

The training program complements Building Service's development of quality-control techniques. It gives individual employees the concrete information that allows them to assume much responsibility for maintaining standards.

"Our whole philosophy is based on caring and getting involved," Miss Kelley said. "This includes being alert to an employee's personal problems and helping out if we can."

Concern begins on the first day of class, when an employee seen squinting at the service manual will be encouraged to get an eye examination. It continues in workshops for lead aides and foremen, where human relations are stressed. In the spirit of the "team," Miss Kelley initiated several years ago a Building Service newsletter, "At Your Service," which is full of personnel news.

Each class is visited by the Director of Building Service, Howard Rath, and by the two Assistant Directors, Robert Rhodes, for Nonpatient Areas, and Bertha Smith, for Patient Areas, who give an overview of the Department.

Mrs. Weekes remembers graduation, with its formal presentation of certificates and informal coffee-and-cake time, as one of her very pleasant experiences here.

NEW STAFF APPOINTMENTS

The Board of Trustees upon the recommendation of the General Executive Committee, has made the following new staff appointments:

Dr. George Chou, Assistant in Biochemistry, Medicine

Dr. Peter L. Gross, Assistant in Medicine

Dr. Nathaniel R. Hollister, Clinical Associate, Neurosurgery

Dr. G. Timothy Johnson, Clinical Associate, Medicine

Dr. Thomas F. Linsenmayer, Assistant in Biology, Medicine

Dr. Jane E. Mahaffey, Clinical Assistant, Medicine

Dr. David H. Schlesinger, Assistant in Biochemistry, Medicine

Dr. Dennis E. Schwartz, Assistant in Biochemistry, Medicine

Dr. Jack R. Wands, Assistant in Medicine

Dr. Robert M. Weinberg, Clinical Assistant, Medicine

THOSE TRADING CARDS KEPT MULTIPLYING

Remember the excitement when your Mom discarded a bridge deck and you suddenly had 52 cards to trade with your friends?

Most people started trading-card collections as children and then abandoned them. But Mrs. Mary E. Connolly of Ludlow began in 1946 as a 34-year-old mother of three, and now she has a priceless collection of 7,000 cards.

A patient on Baker 12, Mrs. Connolly has fascinated staff and fellow-patients with samples of her collection and with her memories. Paging through a book, one finds a kaleidoscope of the changing tastes, fashions, and interests of Americans through four decades.

Mrs. Connolly can remember not only each card, but the order in which each is arranged in albums or suitcases. Among her favorites are card-photos of Shirley Temple in "The Littlest Rebel" and of the Dionne quintuplets at birth and at four years of age.

These are just four of Mrs. Connolly's 7,000 trading cards. On one is a photo [illegible] former President John F. Kennedy.

She became fascinated when a neighbor brought over a large collection one evening. "I was so excited I burnt the pork chops," she recalls. Through the years the hobby has been a source of both social and aesthetic pleasure. A dabbler in drawing and oil painting herself, she enjoys seeing how various artists handle the same subject.

Below the easy-going exterior of Mrs. Connolly is a sensitive person who is quick to respond to kindness shown by another human being. One who gave great comfort during her present illness was Mrs. Ann Rosignolo, Recreation Therapist. And to show how much this concern meant to her, Mrs. Connolly gave Mrs. Rosignolo a very special gift--her first book of trading cards.

STUDENT NURSES CARE FOR THE HEART ON VALENTINE'S DAY

Ninety students of the MGH School of Nursing did more than send cards and candy on Valentine's Day this year. Each gave two hours of her time to combat hypertension, or high blood pressure, the "silent killer" that may lead to stroke, kidney disease, and other ailments.

For 12 hours on February 14 the students staffed trailers which screened 7,000 people free of charge at City Hall Plaza in Government Center. Twenty percent--twice the national average--were found to have "at risk" readings, indicating the need for further testing.

"Project Pressure Point" was planned by the Massachusetts Senate of Student Nurses and the Massachusetts Heart Association, which cosponsored the program with WBZ-Radio. Karen Mellon, a senior, and Mary Rooney, a junior, are the MGH representatives to the Senate.

"The Senate is encouraging nursing students to become more involved in the community," Miss Mellon said. "We felt this project would answer a great community need."

To assure proper follow-up care, the students drew up a list of physicians who would be able to treat new patients referred from the screening.

THAT FINE LITTLE HOSPITAL--WHERE IS IT?

Second in a series of articles about the Vincent Club, Show, and Hospital.

A former Vincent Club president tells this story about a conversation she had with an MGH employee while selling tickets to the Vincent Show one year.

"What is the Vincent Show?" asked the employee.

The president explained that it is an original musical produced by the club to raise money for the Vincent Memorial Hospital.

"And where is the Vincent Memorial Hospital?" asked the employee.

When you are new at the MGH and trying to find your way through BUL, GRA, JCK, RSH, or any of the 22 other buildings listed in the phone book, it may come as a surprise to learn that the Vincent Memorial Hospital is a minihospital within the MGH.

The hospital inconspicuously occupies the first three floors of the Vincent-Burnham Building between the Clinics and White Buildings. Although it became the gynecological unit of the MGH in 1941, it maintains its own staff of physicians, Board of Trustees, and all-female Board of Managers.

More than 1,500 inpatients are served by the hospital each year. In addition, the busy Gynecology Clinics handle over 8,000 visits annually by ambulatory patients--double the number handled ten years ago.

What is special about the Vincent Memorial? Its first-floor laboratories have maintained a high international reputation since the early 1940's, when the work of Dr. Maurice Fremont-Smith helped pave the way for the widespread use of the Pap smear. Solid research continues in fertility, cancer, and diseases exclusive to women. Each year 20-30 percent of the funds for this research is provided by the contribution of the Vincent Club from its interest on past capital, donations by club members, and ticket sales and program advertisement from the show.

The hospital is a well-known teaching center, too--especially during two weeks in the fall when an intensive postgraduate course for gynecologists is held, attracting physicians from all over the world.

One of the strengths of nursing care in Vincent is the concern for health-care instruction for both staff and patients. Thus the staff was delighted by a recent gift of the Board of Managers--a new sound projector for educational films.

Dr. Howard Ulfelder, Vincent Memorial's Chief of Staff since 1955, is one of a distinguished roster of physicians and laymen who have shaped the hospital since its founding in 1891. Established in memory of a famous actress (see HOT LINE, February 27), the hospital's survival was assured when several young women formed the Vincent Club and with it a Boston tradition--the annual fund-raising show.

The hospital's first home was nearby on Chambers Street and its first two Chiefs of Staff were women--Drs. Lena V. Ingraham and Anna G. Richardson. In 1908 it moved to larger quarters on South Huntington Avenue, where it remained until becoming the MGH's gynecology unit in 1941. Dr. Joe Vincent Meigs was then Chief of Staff, a position he held for 25 years until his retirement in 1955.

On May 28, 1946, the cornerstone of the present Vincent Memorial Hospital was laid. The hospital remains unique--founded by and named after a woman, supported and governed by women, and dedicated to the care of women.

RETIREMENTS

The hospital wishes good health and happiness to the following members of the MGH family, who retired on March 1:

Leighton Cotter, White Nursing,
20 years, 3 months.

M. Esther Winters, Communications Office,
13 years, 11 months.

Edna Calder, Credit and Collection,
7 years, 4 months.

Richard S. Smith, Phillips House,
5 years, 5 months.

HONORS COLUMN

MARY EVANS, Administrative Secretary to Dr. Laver, was invited to Yale University on March 13 to conduct the afternoon session of a Graduate Seminar on rape crisis intervention. VALERIE COSTELLOE, R.N., Cardiac Anesthesia, also participated. Both women are volunteer counselors with the Boston Area Rape Crisis Center, which has a 24-hour hot line for rape victims. The day's discussion was part of a week-long multi-topic seminar sponsored by Yale's Department of Psychiatry.

*****

Two years ago a sense of adventure led DONNA MARIE GOSS, Medical Transcriptionist, to take up karate. On Monday, March 17, her expertise placed her in front of TV cameras for WNAC-TV's "Bostonia," where she demonstrated a kato, a formal set of movements. A student at the Mattson Academy, Ms. Goss recently received the Brown Belt, representing a high level of achievement.

*****

ISABELLA TIGHE, Administrative Director of the Emergency Ward and Director of the Patient Care Representative office, appeared March 18 on WBZ's new daytime show, "Woman '75," hosted by Pat Mitchell. She discussed patient rights with George Annas, Director of the Center for Law and Health Sciences at the Boston University School of Law.

*****

DR. ARTHUR L. HERBST, gynecologist, was interviewed for Channel 56's "New England News Scene" on March 11 on the subject of DES (diethylstilbestrol) a hormonal drug once used to maintain pregnancy to full term and now associated with cancer in a small percentage of female offspring of such pregnancies.

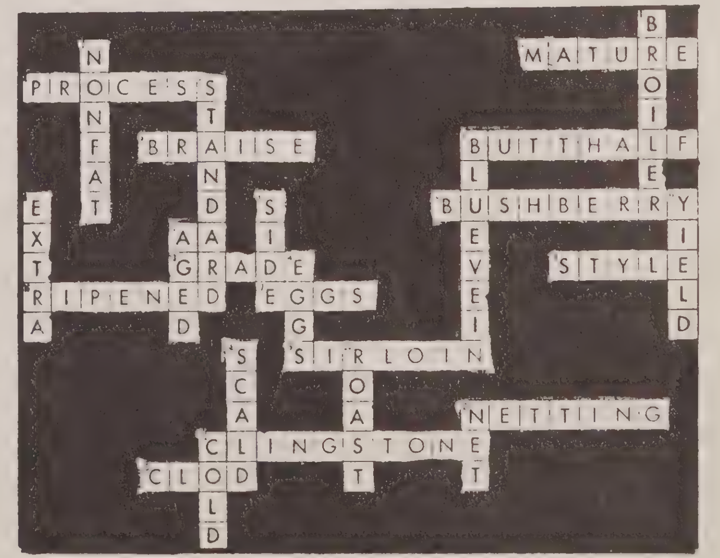
Answers to nutritional crossword puzzle, page 8.

During her 20 1/2 years at the MGH, Ann Erickson, right, made friends with people from many departments. Among well-wishers at her retirement party were Mary Ross, R.N., left, and Elizabeth Brennan, Secretary, both of the Staff Clinic.

As a Pharmacist Assistant, Mrs. Erickson was responsible for packaging units before sterilization by gas, a job that requires careful attention to detail. But in addition to her excellent work and dependability, Mrs. Erickson is remembered for her kindness and sense of humor that endeared her to many people.

After the February 28 celebration, she headed toward the family home in Lowell, which she will share with her sister.

Answers

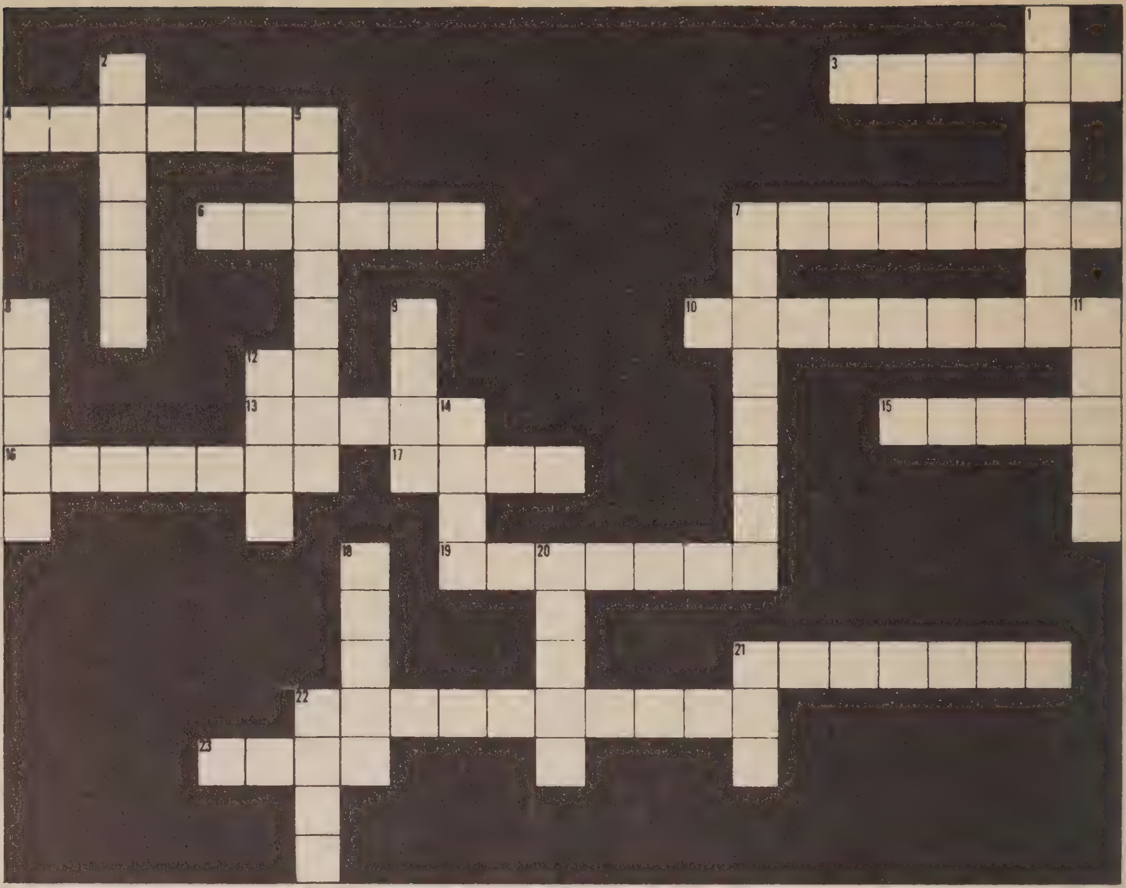


Crossword Puzzle

Were you paying attention during National Nutrition Week?

This crossword puzzle will test your nutritional awareness.

Answers are on page 7.



ACROSS

3. A _____ fruit is one that is ready to be picked.
4. _____ cheese is a blend of fresh and aged natural cheeses, shredded, mixed, and pasteurized.
6. To pot roast.
7. Ham has a shank half and a _____ _____. (two words)
10. A black berry or boysenberry is an example of a _____ _____. (two words)
12. USDA Grade __ describes eggs of the very best quality.
13. USDA Prime is a quality _____ for beef and lamb.
15. Canned and frozen fruits and vegetables must have on their label the common name of the product, the net weight, and the _____, such as "French cut" green beans.
16. Cheddar cheese is a firm _____ cheese.
17. Jumbo, Extra Large, Medium, Small, Peewee. These are sizes for _____.
19. A large steak, good family fare.
21. Vein-like lines on the rind of some melons.
22. With this type of peach, the flesh clings tightly to the pit.
23. Shoulder _____ is a meaty cut of beef roast, from the outside of the chuck.

DOWN

1. A young, tender-meated chicken may be labeled fryer, roaster, or _____.
2. Instant _____ dry milk.
5. This grade of beef has a high proportion of lean and very little fat.
7. _____ mold ripened cheese is cured by use of a characteristic mold culture that grows throughout the interior of the cheese.
8. U.S. _____ Grade nonfat dry milk must mix instantly, have a sweet and pleasing flavor, and have uniform natural color.
9. A _____ of beef is half a carcass, including both fore and hind quarters.
11. _____ grades measure the percentage of lean meat a carcass contains.
12. How sharp Cheddar cheese is depends on how long it has been _____.
14. Same as 17 across.
18. Brownish discoloration which sometimes develops on the skins of apples or other fruits on cold storage.
20. To cook meat without added water, uncovered, in the oven.
21. Canned fruits and vegetables must have th[illegible] _____ weight on their labels.
22. _____ pack cheese is a blend of natural cheeses, but it is not heated, as is pasteurized process cheese.

The MGH Hot Line

BOSTON, MASSACHUSETTS
NEWS OFFICE, GRAY 12 (2206)
MARCH 27, 1975

BENNETT TO HELP PLAN STATEWIDE EMERGENCY COMMUNICATIONS

Robert T. Bennett, Jr., Assistant Communications Manager, was appointed to the Communications Committee of the Emergency Medical Care Advisory Board of the Massachusetts Department of Public Health by William J. Bicknell, M.D., Commissioner of Public Health. Mr. Bennett will represent the MGH in helping to shape a statewide communications plan for emergency medical services.

He is also Chairman of the Communications Task Force of the Massachusetts Hospital Association and a member of the Greater Boston Harbor Emergency Planning Committee and the Emergency Medical Services Communications Committee of the Greater Boston Health Planning Council.

BEHIND THE SCENES (continued from page 2)

tions from the 1,800 Club members, and interest from past invested capital.

"Time and money are our biggest problems," Mrs. Hiam said. "We have had to cut down on expenses. But our members also have less time to give because so many women have jobs now."

But this delightful 83-year-old tradition will survive. There is a hospital that depends on it, and many people for whom it represents a yearly regeneration of pleasure and pride.

DR. MANKIN HONORED FOR RESEARCH

Dr. Henry J. Mankin, Chief of the Department of Orthopaedic Surgery, received the 1975 Kappa Delta Award for outstanding orthopaedic research from the Orthopaedic Research Society of the American Academy of Orthopaedic Surgeons. The award was presented at the Academy's annual meeting this month in San Francisco.

Dr. Mankin is well-known for his research in metabolic bone disease and rheumatic disorders. An innovator in postgraduate educational programs in orthopaedics, he is Edith M. Ashley Professor of Orthopaedic Surgery at Harvard Medical School. From 1969-1970 he was President of the Orthopaedic Research Society.

Before joining the MGH in 1972, he was Director of Orthopaedics at the Hospital for Joint Diseases in New York and Cochairman of the Department of Orthopaedics at Mt. Sinai School of Medicine. He received his B.S. degree from the University of Pittsburgh in 1952 and his M.D. from the same institution one year later. In 1974 Dr. Mankin received the Philip S. Hench Distinguished Alumnus Award from the Medical Alumni Association of the University of Pittsburgh.

ATTENTION, PATIENTS

CHAPEL CONCERT, Wednesday, April 2, 3 p.m.; Boston University String Quartet.

•HELP: The Warren Library needs paperback books in good condition--especially nonfiction.

•NOTE: For five weeks the Maintenance Department will be installing flagstone floors in parts of the cafeteria. Each food line will be closed for one week. The Dietary Department will post the schedule and suggest alternate traffic routes.

BEHIND THE SCENES OF THE 1975 VINCENT SHOW

The final article in a series about the Vincent Club, Show, and Hospital.

"Each year I feel as though we've given birth to an elephant."

Mrs. Edwin W. Hiam, chairman of the 83d annual Vincent Show, pauses to ponder on everything that has to be done before April 2.

Then she recharges.

"But I LOVE it!" She seems to leap from her chair.

Want to stage your own original musical? It takes only 10 free months, 453 volunteers who will work 17,000 hours, 30 skilled committee chairmen, and the dynamism of a Mrs. Hiam.

"Imagine trying to put on a show by committee!" she exclaims. "It's unwieldy --but it works."

Humming in the next room of the Brimmer Street clubhouse are the sewing machines that will help put together half of the 150 costumes. Next door in the old carriage house the scenery committee is dabbing on the finishing touches. Somewhere a piano bangs a lively tune.

This is the frantic end of a year-long cycle. Just 30 days after the curtain fell on the 1974 Vincent Show, plot synopses for next year's show were due from club members. The script committee then went into "the big think."

"We ask, is it fast-moving and slick? Does it fit an all-female cast while appealing to a heterosexual audience?" Mrs. Hiam said.

Mrs. Richmond Holder, the club's President, and Mrs. Hiam, the First Vice-President, are among those who have written book shows. This year's show, "It's Music," is a combination of music and lyrics from nine different contributors.

"It's a revue all about anything connected with music," Mrs. Hiam said, "and it's a delight!"

"IT'S MUSIC," the 83d annual show of the Vincent Club, will be performed on April 2, 3, 4, and 5 at 8:30 p.m., with a Saturday matinee at 2:30, at the New England Life Hall, 225 Clarendon St., Boston, 536-9606. The box office is open Monday through Friday, from 10 a.m. to 5 p.m.

Before January the script committee staged the scenes and created the dialogue; the club's musical talents wrote the score; Miss Cornelia Porter Green designed the costumes and distributed patterns to five sewing centers; and Miss Lawrie Ryerson began designing all the scenery.

Although the show is written and acted entirely by amateurs, professional advice comes from the Jerome H. Cargill Producing Organization, Inc., of New York, which provides direction in production, choreography, costumes, and music.

The clubhouse really starts jumping in early March, when the casting decisions are made.

"Everyone who tries out gets on that stage one way or another," Mrs. Hiam said. Last year about 50 tried out.

For the stage-shy, there are plenty of other jobs. In the "front of the house" are usherettes, wearing the traditional purple-and-yellow frocks, flower girls, and waitresses serving champagne. There is even more work to do behind the scenes.

All new Vincent Club members are required to seek new advertisers for the show's program. (New members also go on a tour of the Vincent Memorial Hospital to learn why their help is needed). Editing the 360-page, two-pound program is a major job in itself, but one that provides a great source of revenue.

With expenses of production rising constantly, ticket sales at $3 and up do not cover the cost of the show. The approximately $45,00 given to the hospital each year comes largely from program advertisements, dues and dona-

(continued on page 1)

1-640

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

APRIL 3, 1975

BRINGING HEALTH AWARENESS TO THE COMMUNITY

A number of MGH employees have volunteereddd to participate in the Community Health Fair on Saturday, April 12, from 10 a.m. to 3 p.m. in the MGH and M.E.E.I. Clinics.

Sponsored by the two hospitals and the Beacon Hill Civic Association, the fair will provide a variety of screening tests and health-care information for residents of Beacon Hill and the West End. Many outside agencies are also participating by means of educational films, literature, and information booths.

Additional volunteers are welcome. Call ext. 2605.

MGH EMPLOYEE A DOUBLE LOTTERY-WINNER

"To me it was a miracle," said Marie E. Bennett, Building Service Aide. It was exciting enough when she won her first $10,000 in the Massachusetts lottery on February 4. Five weeks later she doubled the amount with another winning ticket.

An MGH employee since 1962, Miss Bennett works nights on White 2. With retirement coming soon, she had recently made the first payment on a house in Kingston, N. H. Now she can look forward to a secure and happy future.

"It came just at the right time," she said. "The good Lord was looking down on me."

Visiting a clinic? Don't forget to take your yellow plastic addressograph plate with you on every visit to any clinic, including Staff Clinic.

DR. KELLEY HONORED BY AMERICAN CANCER SOCIETY

Dr. Rita M. Kelley, Acting Chief of Medical Oncology and Associate Clinical Professor of Medicine at Harvard Medical School, was awarded the 1975 National Division Bronze Medal from the American Cancer Society for her outstanding contributions in the control of cancer. The award was presented March 8 at the annual Crusade Kick-Off Dinner of the Society's Massachusetts Division.

Dr. Kelley has been a member of the Board of Directors of the Massachusetts Division since 1965. She is also a member of the Advisory Committee of the Cancer Treatment Division of the National Cancer Institute, and a member of the Executive Committee of the Breast Cancer Cooperative Group.

NEW POST FOR GARY UHL

Gary J. Uhl, Unit Coordinator for Burnham 5-6 since December 1972, has been named Administrative Officer of the Non-Invasive Diagnostic Laboratory, Phillips 8. The Laboratory is a part of a joint research effort of the MGH and M.I.T. to find improved ways of diagnosing heart disease.

FIRST-MONDAY SEMINAR

On April 7 the fifth "First-Monday Seminar" will be held in the Moseley Rotunda from 5:15-6:00 p.m. Leon S. White, Ph.D., Boston Commissioner of Health and Hospitals, will speak on "Health-Care Activities of the City of Boston."

BLUE CROSS QUESTIONS AND ANSWERS

from the Personnel Department

Q. I signed up for Blue Cross/Blue Shield/Major Medical coverage two weeks ago and have not received an identification card. What do I do if I need it before I receive the card?

A. Blue Cross usually takes from six to eight weeks to issue new identification cards. When your card arrives, it is sent to you in your paycheck. If you require medical care before receiving your certificate number, contact Marianne Gruber in Personnel Services, ext. 2235. It is important to carry your Blue Cross I.D. card at all times so that you can present it for covered medical services whenever necessary. If you lose your card, you can have a duplicate made in the Personnel Office.

SAFETY AND YOU: PREVENTING FALLS

A fall can result in a serious injury. It is important to use precaution to prevent falls.

1. Never, under any circumstances, leave articles on stairs or in a crowded passageway.

2. Observe caution signs when floors are being wet-mopped. They are for your protection, so you don't slip on the wet portion of the floor.

3. Avoid climbing on chairs, shelves, boxes, etc.; use a ladder to do the job.

4. Keep floors and stairs free of puddles, grease, and objects such as paperclips and rubber bands.

5. Wear appropriate footwear for the job you are doing and the areas in which you are walking.

PATIENTS, TAKE NOTE

Chapel Concert, Wednesday, April 16, 3 p.m. Leslie Holmes, soprano, will sing operatic selections.

LAST CALL FOR SOFTBALL PLAYERS

Anyone interested in playing on the MGH softball team should not miss the final organizational meeting on Monday, April 7, at 6 p.m. in the Chalet, Gray sub-basement. Last year's players are strongly urged to attend.

DRS. ERBE AND SHANNON TESTIFY AGAINST FETAL RESEARCH BAN

Appearing on television newscasts in opposition to a Massachusetts bill which would prohibit fetal research was Dr. Richard W. Erbe, Chief of the Genetics Unit. He termed the bill "unwise in the extreme" and said that without fetal research there can be little progress toward effective treatment for the vast majority of the three to four percent of American infants born each year with serious genetic diseases.

Dr. Daniel C. Shannon, Director of the Pediatric Intensive Care Units, was also among the many physicians who testified against the bill at a State House hearing March 7.

NEW STAFF APPOINTMENTS

The Board of Trustees upon the recommendation of the General Executive Committee, has made the following new staff appointments:

Dr. Bhagwat D. Ahluwalia, Assistant in Physics, Radiology

Dr. Atul K. Bhan, Assistant in Pathology

Dr. Alfred M. Cohen, Assistant in Surgery

Dr. Clarence F. Dewey, Jr., Consultant in Biomedical Engineering, Medicine

Dr. Jaleh Bashir-Farahmand, Clinical Assistant, Surgery

The MGH Hot Line

BOSTON, MASSACHUSETTS

News Office, Gray 12 (2206)

April 10, 1975

MASSIVE ECONOMY DRIVE BEGINS

The MGH has begun a massive economy drive in the face of a record $1.9 million deficit over the first five months of the current fiscal year. Last year at this time the hospital had no deficit.

The administration has already taken a number of steps to cut costs. In turn the support of all employees is being enlisted.

"We cannot bring about any meaningful savings without everyone taking part," said Dr. Charles A. Sanders, General Director. "We need a concerted effort from our 7,500 employees--both professional and nonprofessional."

Dr. Sanders has already written to all 7,500, outlining the problem and seeking their aid. In general, two types of assistance are being asked for:

1. The cutting down of waste and misuse of equipment and supplies in each person's own work. In a similar vein employees are being urged to conserve the most expensive item in the hospital--salaries--by making the most efficient use possible of their own work day.

2. Suggestions from employees about specific ways the MGH can effect savings. *To facilitate suggestions, an idea box has been set up in the hospital's post office under the title, "SAVE."* Employees are urged to send their tips in the house mail to "SAVE," or to discuss their ideas with their supervisors.

One way to bring the hospital budget into balance would be through an increase in room rates. Dr. Sanders and the Board of Trustees have decided against this approach:

"...we are determined not to raise our room rates at this time," Dr. Sanders said. "We have already raised them twice in the past year, and we believe a new increase would contribute substantially to the inflationary spiral."

Inflation Wrecks Budgets

In a large measure inflation itself has contributed to the deficit. Increased electric costs have risen $200,000 over the budget for the first third of this fiscal year; steam heat, $85,000 over; and telephones, $63,000 over. Social Security law changes have caused a $200,000 jump over budget for the same four months, and a pension law change has also resulted in a $200,000 overage.

State Medicaid payment methods as well as some $8 million in Medicaid debts owed the MGH by the state are beyond the hospital's control. So is the increase in patients unable to pay their bills.

On the other hand, some of the biggest problem areas fall into categories which appear to be controllable. For the first third of the fiscal year overtime ran $200,000 over the budget. To cut back on costs, the administration is severely restricting overtime.

Vacation relief may also be cut back.

The biggest deficit has come in supplies purchased, which for the first five months of 1974-75 soared $690,376 over the budget. To help reduce this item, the hospital has ordered that only emergency equipment be bought. (continued on page 2)

MASSIVE ECONOMY DRIVE BEGINS

(continued from page 1)

PAIR System

The administration is also speeding up the implementation of a "PAIR System." Since last November, Purchasing, Accounting, and the Data Processing Department have coordinated efforts for a smooth transition. Standing for purchasing, accounting, inventory, receiving, "PAIR" should result in a major improvement in information needed for modern purchasing techniques, a reduction in inventories, and improved cash flow.

All purchase orders will be listed in a computer. Both a summary of orders and detailed information will become available from the computer in the Moseley Computing Center.

Purchase orders will be sent to the vendor and a copy to the department. Thus it will be possible to tell how much money has been committed to the vendors. Edward M. Kaplan, Director of Management Services, and Randall McDonnell, Director of Materials Management, hope to implement the system fully by October 1.

"This will give us a much better control of purchases and help us to anticipate the needs of the hospital," Mr. McDonnell said. "The information from the system will allow us to see the direction of prices and our usage, and Purchasing will be able to identify the best time and quantity to buy.

"Through the PAIR System, the quantities of goods used by each department each month and the cost can be established. This information will help departments plan and control their budgets."

It is hoped that this system will allow departments and Materials Management to make better use of their storage facilities, while minimizing or eliminating stock-outs, and reducing inventory on hand. Already about 40 percent of orders placed are going through PAIR.

Conserving Supplies

The MGH is hoping to cut down drastically on wastage of nondisposable supplies. An example is scissors. One type of 5 1/2-inch scissors (blunt and sharp) employed in patient care two years ago was used, sterilized, and reused on an average of 25 times. Two years later the same type of scissors is reused an average of only seven times.

As a result the hospital now has to order about 1,800 a month of that one type. From October through March of 1973-74 the hospital used 5,076. Over the same period this fiscal year the number leaped to 10,800. Last month inflation raised the cost of each scissors by 20 percent. A combination of careless use and inflation has made these an expensive item.

Similarly, thumb dressing forceps usage has swelled from 5,532 the first six months of the past fiscal year to 8,160 for the corresponding period this year. One type of clamp (Rochester-Pean Kelly's) used in patient areas has increased in usage from 2,112 the first half of the previous fiscal year to 3,880 during the past six months.

An estimated $176,000 a year is lost in linens. By reducing stockpiling the hospital has been able to save $30,000 in the cost of linen this year. This saving, however, is outweighed by pilfering and carelessness. On every patient floor in the hospital, 1 3/4 towels, 2 pillowcases, and 1 1/2 sheets disappear each day, accounting for the nearly one-fifth of a million dollars yearly.

Disposable items are also a source of great expense. Gloves and sutures used in the operating room are costly items in which large savings can be made. The MGH expends more than $100,000 a year for sutures and $64,000 a year for surgical gloves.

Often these sterile items are unpackaged in the operating room in anticipation of a surgeon's need for them. If the surgeon does not require them, the gloves frequently have to be discarded. The labor cost for cleaning unused sutures is high. So is the cost of sorting them after the manufacturer resterilizes and returns them.

Likewise, a number of nonpatient-care items are being lost, wasted, or pilfered. Pens are the most commonly stolen item in the United States.

At the MGH last year 162,000 pens were bought. Besides pilferage and carelessness the cost

(continued on page 3)

Tips on Saving Money

How can each employee save money for the hospital?

One way, of course, is by making the best possible use of the working day, wasting as little time as possible. (Salaries account for three out of every five dollars expended by the hospital.)

Another way is to avoid wasting supplies. Still another way is to make money-saving suggestions through your supervisor or by writing to "SAVE" through the house mail. Ideas already are beginning to pour in.

Here are a few specific suggestions:

1. For scrap paper or writing first drafts, employ paper already used on one side.

2. Limit your telephone calls to business purposes. Even local calls add tens of thousands of dollars to the bill in the form of excess message units. Read the instructions in the blue hospital telephone directory and use the telephone efficiently.

3. Purchase pens only from the Upper Store. They are much cheaper that way. Don't waste them or take them home.

4. Whenever possible make other purchases through the Upper Store also. Articles bought that way are almost always less expensive.

5. Use special lined reusable envelopes in the house mail or reuse regular envelopes as long as they are neat and easy to read.

6. Do you really need all those extra copies made on duplicating machines? An overwhelming 8.3 million copies were made last year.

7. Be frugal with items like scissors, forceps, and clamps. They are very expensive and much wasted.

8. Plan your ordering of supplies carefully.

9.. Be especially careful with linens. Last year $176,000 was lost because of disappearing towels, pillowcases, and sheets.

10. Don't throw away the paper clips that come attached to your mail. Reusing them would save several thousand dollars a year now that they have tripled in cost.

11. Conserve energy! It not only helps save fuel but also saves money. Turn off lights and machines not in use. Keep temperatures around 68 degrees in winter and much higher in summer.

12. Gloves and sutures should be unpackaged in the operating room only when asked for by the surgeon. Large sums of money could be saved this way.

Look for more tips in future HOT LINES. And don't forget to send your ideas to "SAVE."

ECONOMY DRIVE (continued from page 2)

of individual pens is raised considerably by poor buying practices. Special brands of pens bought through Purchasing as a special request usually cost two to three times as much as the type ordered in bulk through the Upper Store.

Astronomical amounts of paper--now a very expensive item--are ordered each year. More than two million envelopes and 8.3 million sheets of Xerox-type paper were used last year.

TELEPHONE ECONOMY

One small way the hospital is trying to save money is by better use of telephones.

An example is the telephones at the White information desk. Restricted to physician and administration use for hospital business, these have been often employed instead for personal outside calls. While the calls are local ones, they have added a substantial sum to the amount the hospital pays in extra message units.

On April 4 the outside lines on the telephones at the White desk were eliminated.

UTERINE CANCER FILM PLANNED FOR WOMEN EMPLOYEES

Women employees are invited to attend the screening of "For a Wonderful Life," a film that deals with the early diagnosis of and testing for uterine cancer. The film features Lucille Ball, her daughter Lucy Arnaz, and Virginia Graham. There will be a total of eight showings of the film, as follows:

Monday, April 28	Wednesday, April 30
12:30 p.m.	11:00 a.m.
1:00 p.m.	11:30 a.m.
1:30 p.m.	12:00 noon
2:00 p.m.	12:30 p.m.

The film runs thirteen minutes and will be followed by a question-and-answer period. Members of the Department of Nursing will be on hand to answer your questions.

The film is provided by The American Cancer Society and the showings have been arranged by Kathi Johnson, Education and Training Coordinator, Personnel Office.

The screenings will take place in the Lower Outpatient Amphitheatre. Mark the dates and times on your calendar now and plan to attend to be better informed about your health.

RETIREMENTS

The hospital wishes good health and happiness to the following MGH family members who retired on April 1:

Rondal E. Whitney, Bulfinch Nursing, 21 years, 10 months.

Lois D. Spalding, Phillips House Nursing, 11 years, 6 months.

Lavina G. Hudson, Baker Admitting Office, 10 years, 11 months.

NURSING LEADS IN BLOOD DONATIONS

During January and February, 157 MGH employees demonstrated their concern for others by making donations of their blood. Although these people came from all areas of the hospital, the nursing staff, the School of Nursing, Radiology, and the Blood Bank were each represented by four or more donors during January. In February, the nursing staff (especially Baker), the School of Nursing, and the Blood Bank repeated their excellent showing and were joined by the Laboratory of Computer Science and the O.R.'s.

The Blood Bank is dedicated to achieving a completely volunteer blood donor program and has received excellent cooperation from business firms as well as religious and social groups. Although hospital employees should be even more aware of the need for blood for transfusion and can visit the Blood Bank without leaving the building, there are many who have never donated blood. These people are urged to come to the Blood Bank, Gray 1, at any time during the hours listed below and discover how easy blood donating is.

The Blood Bank is open:

Monday through Thursday:	8:30 a.m.-8:00 p.m.
Friday:	8:30 a.m.-4:30 p.m.
Saturday	8:30 a.m.-4:00 p.m.

BLUE SHIELD REPRESENTATIVE OFFERS BILLING ADVICE

Mrs. Mary Avedisian, Field Representative for Blue Shield of Massachusetts, would like to make it known to the MGH physicians and their secretaries that she is available for consultation about billing problems either for Blue Shield or Medicare Part B.

She is here every Thursday and may be reached at extensions 3402 or 2196.

PARAPSYCHOLOGIST TO SPEAK AT GRAND ROUNDS: J. B. Rhine, Ph.D., often considered the father of parapsychology, will speak at Psychosomatic Grand Rounds, April 18, 12:15-2:00 p.m. The location will be announced later.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

APRIL 24, 1975

Henry J. Murphy

Bold Action Saves a Life

Jack Siteman, a Building Service Supervisor, never expected to give emergency aid to a heart-attack victim.

But it was probably his alertness and courage that saved the life of Harold Gosselin, Foreman of the Metal Shop.

On April 9, several members of the MGH Bowling League were returning to the parking lot of Bowl-Haven in Central Square. Mr. Gosselin suddenly collapsed.

(continued on page 4)

A Letter from Mr. Murphy

Dr. Charles A. Sanders, General Director, has requested the News Office to share with you the following letter which he received from Henry J. Murphy, Associate Director, who has been a part of the MGH administration since November 15, 1948.

Dear Charles:

May I take this opportunity to thank you for your complete understanding at this time.

As you know, I have been advised by my physician that withdrawal from the day-to-day administration of my duties at the Massachusetts General Hospital is now indicated. Please accept this note as a request for transfer of my responsibilities in order that I may follow the instructions of my physician.

I can't begin to thank my many friends at the MGH who have helped me over the years and made my life at the General so fulfilling. Please thank them for me.

Sincerely,

Henry J. Murphy

New Steps in Economy Drive

In exploring every possible means of cutting costs, the administration has made decisions in several new areas. These follow the announcement (HOT LINE, April 10) that the hospital faces a record $1.9 million deficit after the first five months of the current fiscal year.

(continued on page 3)

Slick Outfielder Goes to Bat for Chelsea

"You can't go home again," goes the popular saying. But David A. Catalano did just that when he became Administrator of the MGH-Chelsea Health Center in January.

In the community where he spent the first 21 years of his life and still plays fast-pitch softball, he is known as a "slick-fielding veteran third baseman."

But at the MGH he is known for the managerial talents that brought him to a leadership position in Clinical Administration. In October 1968, he was a Unit Coordinator on White 7. Four years later he was the first Supervisor for Unit Coordinators in the White Building, which later included the Gray and White Recovery Rooms.

In Chelsea, maintaining good relations between the community and the multiservice health center is an important and enjoyable aspect of his new job. He is also pleased with the variety of administrative responsibilities that come his way.

"The job is everything I expected it to be, and much more," he said. "It is a pleasure to work with so many good people who have a real commitment to the community."

Mr. Catalano still has many friends and relatives in Chelsea. Raised in the Mill Hill section, he attended Chelsea High School and then Boston College. He juggled a premedical curriculum with part-time work at the MGH. But after graduation in 1957, he began a six-year stint as a Naval Officer. He returned to the MGH in 1968.

The MGH-Chelsea Health Center opened in 1971 as a pediatric clinic and grew in response to the community's desperate need for outpatient care. In December 1973, it moved to expanded quarters where it provides comprehensive family-care services. It now serves about 2,000 patients monthly.

(Other changes in Clinical Administration are announced on page 8)

David A. Catalano

PATIENTS, TAKE NOTE

Chapel Concert, Wednesday, April 30, 3 p.m. Dr. John Head, cello; Dr. Richard Schatzki, piano.

The MGH HOT LINE is published three times a month by and for the employees of the Massachusetts General Hospital, Boston.

Charles A. Sanders, M.D.
General Director
Martin S. Bander,
Deputy to the General Director
(News and Public Affairs)
Mary M. Hoffmann, *Editor*
Doris G. Schreckengaust, *Copy Editor*
June Hurwitz, *Typist*

ECONOMY DRIVE (continued from page 1)

The following cutbacks appear to be in areas that involve minor expenses because the services are spread to many departments. However, the total saving will be considerable.

(1) The cafeteria will no longer supply or stock donuts (except in cafeteria lines), packaged cookies, and canned soft drinks. For the year ending March 1975, these items cost the hospital $48,580 (donuts-$13,080; soft drinks-$25,500; cookies-$10,000).

(2) The hospital will supply only those pens that are stocked in the Upper Store. The Purchasing Department will no longer process special requests for pens (both ball or felt-tip) unless a letter of justification with a substantial need is submitted to the Director of Materials Management.

WHAT ABOUT THOSE FLAGSTONES?

If the hospital is trying to save money, why are new flagstone floors being installed in the cafeteria lines?

This is one of the questions employees have raised as they observe new projects going on around them. There are several answers.

Many items which appear to be costly are planned for long-range economy. In the cafeteria, for example, the flooring previously used, a mixture of vinal and asbestos, wore through every two years. The slate floors are expected to last 15-20 years. Using a more durable material turns out to be less expensive in the long run.

Another reason for new construction and renovation is that many projects were planned before the current crisis. (Last year at this time the hospital had no deficit). Since major projects are scheduled well in advance, funds are budgeted and materials ordered long before construction begins.

A Certificate of Need must be secured from the state for all major construction. These have enabled us to borrow funds for specific purposes. Such funds do not represent a drain on our current financial position.

MORE MONEY-SAVING TIPS

At press time for the HOT LINE, more than 40 employees had written to the "SAVE" post office box, to the General Director, or to the News Office with ideas for cutting back expenditures. Each suggestion will be carefully examined for its cost-effectiveness (Does it really save money? Is it feasible?). Suggestions that can be put into action by many departments will be printed in the HOT LINE. Here are six new tips:

1. Save the open-face envelopes used by Purchasing to return copies of requisition forms. Send them back in bulk to Purchasing.

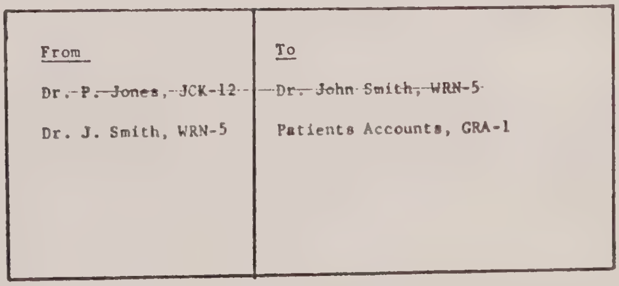
2. Bring your own coffee mug, eliminating wasteful Styrofoam cups.

3. Users of the cafeteria takeout line can save their green plastic trays and reuse them. Only you can do it! Because the trays can't be sterilized, they cannot be recycled by the cafeteria.

4. Plan ahead to avoid photocopying! Insert an extra carbon. In cross-reference filing, use notes to indicate the location of an item rather than making copies for every file.

5. Let the News Office know if the HOT LINE distribution can be cut down in your department (when several employees can conveniently share copies).

6. On unlined interoffice envelopes, tuck in the flap rather than sealing. Start "to" and "from" columns, as illustrated:



From	To
~~Dr. P. Jones, JCK-12~~	~~Dr. John Smith, WRN-5~~
Dr. J. Smith, WRN-5	Patients Accounts, GRA-1

QUICK ACTION (continued from page 1)

Hearing the commotion, Mr. Siteman rushed to the spot and felt Mr. Gosselin's carotid artery and pulse. He could detect no heartbeat. After pounding on the chest, he began mouth-to-mouth resuscitation.

He remembered what to do "from watching others do it for 12 years." Mr. Siteman is Supervisor for the Operating Rooms and 3-A Intensive Care Areas.

While breathing into Mr. Gosselin's mouth, he was applying pressure to Mr. Gosselin's chest to give cardiac massage.

"All of a sudden I saw another pair of hands," he said. They belonged to Pat Beckles, staff nurse (night shift) on Burnham 6. She had run out from the bowling alley after hearing of the attack.

A pediatric nurse, she, too, had never resuscitated an adult. She began massaging the heart.

In what seemed a few minutes to some--but a long time to Mr. Siteman--the Cambridge Rescue Squad came. Four young men applied the precious oxygen.

Mr. Gosselin was rushed to nearby Cambridge City Hospital, where he was defibrillated three times to get a regular heartbeat. By 5 a.m. the next day he had regained consciousness. A few days later he was in stable condition, "joking with the nurses," according to his son, William T. Gosselin, Assistant Chief Technologist, Radiology.

When the heart stops, cells of the brain quickly deteriorate from lack of oxygen, leading to severe brain damage or death.

The prompt aid given to Mr. Gosselin, the physicians at Cambridge City Hospital said, probably saved his life.

(Coincidentally, Mr. Siteman had been interviewed for this month's "Spotlight" story on Building Service's special cleaning techniques. See elsewhere on this page.)

Jack Siteman, left, Building Service Supervisor, discusses a cleaning product with Sinclair Maycock, Aide.

SPOTLIGHT

FIGHTING THE INVISIBLE ENEMY

How do you go about cleaning an intensive-care area?

"Carefully!" exclaims Jack Siteman. He is the Building Service Supervisor for the Operating Rooms, Recovery Rooms, and the Respiratory and Surgical Intensive Care Units on 3-A.

If you run a white-gloved finger along the surfaces in these areas, you won't pick up any dust. But that is no test. The enemy here is invisible--tiny organisms that cause trouble only when the body is in its weakest state. It is these little devils that the Building Service crews chase 24 hours a day.

No inanimate object escapes their scrutiny. After each operation every item in the roo gets a bath--the clock, sponge racks, tabl stools, laundry hamper, the cautery

(continued on page 5)

INVISIBLE ENEMY (continued from page 4)

machine. The vents are washed every few days. Once a month the induction-room draperies are changed. Even the autoclave machine, which sterilizes instruments by hot steam, must submit itself to a frequent rubdown with a Teflon pad.

No matter how many times it was cleaned during the day, each operating room is disinfected again before dawn by the 8-man night crew headed by Supervisor Robert Vigorito. During this shift other busy areas, such as the gas lab and locker rooms, are cleaned.

Cleaning the 3-A intensive care areas requires the same fastidiousness, with one difference--there are patients in them. The Building Service Aide must often mask himself and work carefully around the patient, his attendants, monitors, and perhaps several IV poles (which must also be washed).

Because of the rapid turnover of patients, the Recovery Rooms and Surgical I.C.U. are washed at least four times in every 24 hours. A total of 27 Aides cover the entire O.R. complex on four different shifts.

Hercules Jennings, Lead Aide, applies a delicate touch to EKG monitor.

Ana E. Ruiz, left, and Euphemia Trowers not only change sheets, but also wash the bed each time a patient leaves an intensive care area on Gray 3-A.

"Surveillance is a large part of my job," Mr. Siteman said. He is constantly on the lookout for anything that could cause problems in every aspect of the environment. Trouble-shooting is also an important role of the Lead Aides: Hercules Jennings, on Gray 3-A; Walter Gonczarek, Gray O.R.; Bessie Purnell, White O.R.; and Kathleen Isler, Baker Surgical Day-Care Unit.

The moment of truth comes periodically when Edward Tateosian, Environmental Control Officer, goes through the area with his testing equipment. He takes cultures from the floor, walls, surgical instruments, and the air itself--both before and after cleaning to see if they pass the test.

Twice a year administrators of six departments do a thorough surveillance of the total O.R. environment to check for safety and proper maintenance of equipment and furnishings, as well as cleanliness. This is done on a smaller scale once a week. At any time Howard W. Rath, Director of Building Service, may also drop by.

Preventing the spread of infection is a continuing battle, but Mr. Siteman feels he works with the people who can do it. "The Aides here are tops!" he said.

Bob Burroughs, left, wisecracks with Harvey Simons, Dispatch Department Manager, while receiving new delivery assignments.

Dissolving Barriers

"Hold it!"

You hear a familiar voice and the whirr of an electric wheelchair. Sure enough, it's Bob Burroughs rolling onto the elevator faster than some people walk, greeting friends right and left. He probably knows, and is known by, more fellow-workers than any other MGH employee.

Bob has always had a mind sharp as a tack, a delicious wit, and quick smile, and an indomitable spirit. But he hasn't always been employed.

A victim of cerebral palsy, he was hired as a Dispatch Aide in August, 1974. Getting there was a battle.

"Professionals said I could never work," he said. "I had to prove them wrong."

Tangible proof lies in the Dispatch control sheets. "Bob handles twice the normal volume," said Leon F. Katzer, Director of Dispatch. "He is one of our best workers."

"It's very hectic, but I love every minute," Bob said. He enjoys the challenge of analyzing the delivery system and figuring out the fastest routes. Most of all, he enjoys the interchange with people.

Strong support for his employment began with Dr. Charles A. Sanders, and encouragement continues from many sources. Mr. Katzer utilizes Bob's abilities rather than worrying about his disabilities. People all over the hospital are thoughtful of his needs, Bob says. For example, there are the elevator operators, Security, Communications, and many more individuals, departments, and laboratories. In his own unit, there is a special camaraderie.

"I think of Dispatch as a big family," he said. "The whole staff is marvelous."

But the job doesn't consume all of Bob's tremendous energy. On many an evening he is out on the town wearing his other hat--that of activist on behalf of the handicapped.

At 26, Bob is the youngest member ever elected to the Board of Trustees of the United Cerebral Palsy Association of Metropolitan Boston. He is also Public Relations Director of the Massachusetts Council of Organizations of the Handicapped Inc., and a member of four other associations for the disabled. His frankness has made him a popular participant in meetings all over the United States.

As one of the young new leaders, Bob has a flair for the dramatic. He helped arrange a well-publicized demonstration at Government Center two years ago in protest of former President Nixon's veto of the vocational rehabilitation bill.

"We need to overcome attitudinal barriers, to make the public aware that the handicapped can live a productive life," he said.

"For example, if you are a good guy and want to hire the handicapped, you have to go through a tremendous amount of red tape. We should make it easier for companies to hire them and for communities to integrate them."

(continued on page 7)

DISSOLVING BARRIERS (continued from page 6)

Bob urges the establishment of community housing where support personnel are available but independence is encouraged by proper facilities and transportation.

"Rehabilitation is directed too much by the professional without enough input from the consumer," he said. He has a project up his sleeve that would rectify this. Through an organized service those already rehabilitated would give practical information and advice to patients, their families, and medical and nursing students.

The benefits of "liberating" the handicapped do not flow just one way. Bob dissolves the false barriers people erect between themselves and the handicapped, bringing enrichment to many lives. He reaffirms man's essential dignity and courage.

REPRESENTATIVE BARTLEY TO SPEAK AT FIRST-MONDAY SEMINAR

The Hon. David M. Bartley, Speaker, Massachusetts House of Representatives, will speak on "The Legislative Process in Health Care" at the next First-Monday Seminar, May 5, from 5:15-6:00 p.m. in the Moseley Rotunda.

REMINDER TO WOMEN EMPLOYEES

Don't forget to attend a screening of "For a Wonderful Life," a film dealing with the early diagnosis of and testing for uterine cancer. The thirteen-minute film will be shown in the Lower Outpatient Amphitheatre at the following times:

Monday, April 28	Wednesday, April 30
12:30 p.m.	11:00 a.m.
1:00 p.m.	11:30 a.m.
1:30 p.m.	12:00 noon
2:00 p.m.	12:30 p.m.

TRAINING IN MEDICAL TRANSCRIPTION OFFERED

The Personnel Department is taking applications for the MGH Medical Transcriptionist Training Program, which will begin in August 1975. The first six months of the program is composed of daily two-hour classes, practice periods, and transcription of actual dictation. Trainees must be prepared to devote time to homework. Material covered in the classes includes medical terminology, basic anatomy and physiology, introduction to medical science, and familiarization with surgical procedures.

MGH employees who are interested in transferring into this program must be high-school graduates with good scholastic records, be able to spell accurately, and have excellent typing skills (45-50 wpm). To be eligible for a transfer, an employee must have been in his or her present job for at least six months and have a good work record.

All trainees are expected to remain with the Medical Records Department for at least 18 months.

Any employee interested in this program should contact Mrs. Gayle Halfond in the Personnel Department, ext. 2209, as soon as possible.

MGH "NIGHT AT THE POPS"

It's coming soon--that special night at the Boston Pops for the MGH family! This year's concert will be held on Wednesday, June 4, 8:30 p.m., at Symphony Hall.

Order blanks may be obtained from the posters on display in the main lobbies and other central locations throughout the hospital or from Personnel Services. Ticket prices for a table on the floor are $7.00 and $8.50. On the first balcony they are $5.50 and $6.50.

Orders must be received by May 5, so get your order in now!

PEOPLE

ISABELLA TIGHE, Patient Care Representative, was appointed the New England Representative of the Society of Patient Representatives. The responsibilities of an area representative are to explain to interested individuals the objectives of the Society and to stimulate interest among hospitals in setting up patient-care representative programs.

* * * * *

During February, FR. RONALD HINDELANG, Catholic Chaplain, gave a series of seminars on medical ethics at the Newman Center in Tufts University. The seminar topics were "Attitudes toward Life, Suffering, and Death," "God, the Source of Life; Man, His Steward: What is Good Stewardship?", "Contraception," "Abortion," and "Euthanasia."

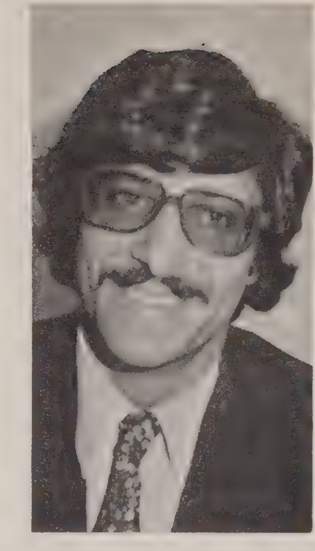
* * * * *

MARY E. MACDONALD, Director of the Department of Nursing, was appointed a member of the Governor's Advisory Council to the Office of Comprehensive Health Planning. This month she also gave the fifth Ulmann Nursing Lecture at the Children's Medical Center, Dallas. In May, at the 1975 National League for Nursing Convention in New Orleans, she will serve on a panel to discuss "Quality Assurance--a Joint Venture."

* * * * *

Maria Rebello

MARIA REBELLO, Lead Aide on White 12, was just a young Portuguese girl when she said goodbye to her brother, Joseph Fredas. He left Portugal to come to Boston. By the time Miss Rebello came here, he had moved to California. Last month she was reunited with him for the first time in 17 years. Fly-to San Diego, she spent an exciting two weeks visiting him and touring the West coast and Mexico.



Chuck Goldberg

Gail Grootemaat

NEW ROLES IN CLINICAL ADMINISTRATION

As several supervisors have moved to managerial posts outside Clinical Administration, two talented staff members--Charles (Chuck) Goldberg and Gail Grootemaat--have a chance to develop their skills.

Mr. Goldberg was named Supervisor of Unit Coordinators in the White Building and Gray and White Recovery Rooms following David A. Catalano's appointment as Administrator of the MGH-Chelsea Health Center. In the three years since he came to the MGH, Mr. Goldberg has served as a Unit Coordinator on Baker 12 and Vincent 2-3. He has been an Assistant Buyer at Jordan Marsh and is a graduate of Widener College in Chester, Pennsylvania.

Miss Grootemaat, formerly Unit Coordinator of the Medical Intensive Care Unit, Bulfinch 3, is the new Supervisor of Unit Coordinators in the Bulfinch and Vincent-Burnham Buildings. A licensed insurance broker, she joined the MGH in 1972 and is pursuing at Boston University a Master's in Business Administration with a concentration in health care.

She fills the position held by MaryAnn Spicer, who was named Administrative Assistant, Phillips House Nursing Service (March 28 HOT LINE).

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

MAY 1, 1975

Deficit Rate Slows Down

The hospital's dim economic picture brightened slightly in March. The deficit for that month was a little more than $200,000. While not good, the rate of deficit has slowed from the nearly $400,000 average monthly figure that boosted the first five-month imbalance to a record $1.9 million.

It is hoped that some of the improvement will prove to be a result of employee efforts to avoid wastage. Suggestions made by a number of people are being put into effect. Employees are asked to continue making suggestions to "SAVE" in the house mail or to their supervisors.

Reaching Our Neighbors

A bold banner spanned the two parking garages. Gay helium-filled balloons floated above the heads of Fruit-Street strollers. As visitors emerged from the clinics, one often heard,

"I had no idea all these services were available here!"

On Saturday, April 12, at the Community Health Fair, the MGH and the M.E.E.I. extended a helping hand to their neighbors.

(continued on page 2)

SPECIAL CHAPEL CONCERT

Drs. Edward P. Richardson, Hermann S. Schmid, John B. Welch, and Mr. Joseph Stukas of the Departments of Neurology and Pathology will give a chapel concert of music for brass, woodwinds, and piano on Monday, May 12, at 8 p.m.

Bicentennial Model Captures Early Days of MGH

Sailing down the Charles in 1835, you might spot on the east bank an unusual scene--a patient being carried by stretcher from an "ambulance boat" at the pier. The bearers moved across a green expanse toward a stately granite building designed by Charles Bulfinch. This was the original Massachusetts General Hospital.

Pillars of that pier can still be seen behind the White Building. But if you really want to be transported to the era of the early MGH, go to the Gray lobby to view the new 4' x 6' scale model designed for the Bicentennial by Simeon (Si) Gagne, a master craftsman of the Paint Shop.

Working from old maps and photographs, Si completed--in two months of leisure time--an exquisitely detailed model of the area bounded by the Charles River and Cambridge and Blossom Streets as it was in the 1830s. Like the modern diorama, which has been moved from the Warren to the Gray Lobby, it is on a scale of 1/16" (per foot).

The exhibit was completely paid for with funds donated by an anonymous benefactor. The Carpenter Shop constructed the table on which it rests.

(continued on page 2)

REPRESENTATIVE BARTLEY TO SPEAK AT MGH

The Hon. David M. Bartley, Speaker, Massachusetts House of Representatives, will speak on "The Legislative Process in Health Care" at the next First-Monday Seminar, May 5, from 5:15-6:00 p.m. in the Moseley Rotunda.

BICENTENNIAL MODEL (continued from page 1)

To experience the full enchantment of Si's model, you must lower your eyes to street level. On one pier, by the city's foundry, a kibitzer hovers over a chess game, while on Blossom Street a child steals a ride on a brewery wagon, his dog running behind. Perhaps the wagon is heading toward J.J. Murphy's, the famed market on North Grove and Cambridge that served the West End for many years. Or toward a tavern along the shabbier homes on Fruit Street, where "women of doubtful character" lived.

Si handcrafted nearly everything in the model--dozens of different houses, stores, and vehicles, including several boats. The people and horses are modern figures imported from Germany. He ingeniously transformed them, adding to a 3/8" woman a tiny bonnet or a long skirt.

In every detail, the exhibit reflects Si's rich imagination and delicate touch. Bicentennial visitors are in for a rare treat.

HEALTH FAIR (continued from page 1)

Sponsored by the Beacon Hill Civic Association and the two hospitals, the fair provided information and free screening for a variety of ailments. Of the 320 visitors, primarily from the West End and Beacon Hill, 88 were found to have problems requiring follow-up care.

"Everything was done on a volunteer basis," said Eleanor Clark, Director of Social Service. "The turnout of helpers was just tremendous."

From both hospitals, the workers included nurses (both inpatient and outpatient), secretaries, nutritionists, social service workers, lab technicians, and the administrative staff of the clinics. Many lay people were recruited by the Volunteer Department and the Beacon Hill Civic Association.

The Ladies Visiting Committees of both hospitals, as well as members of the Service League, served coffee, donuts, cookies, and juice throughout the day.

"A great part of the effort was in education about services and health care," Miss Clark said. Outside agencies offered literature and educational films as well as advice.

One of the greatest benefits of the fair came before the actual event, Miss Clark believes. This is the close relationship formed between community groups and the MGH personnel who planned it.

After the fair had been in progress for only a few hours, these neighbors were saying, "Let's do it again!"

NEW IN TREADWELL LIBRARY

by Jacqueline Bastille

The Treadwell Library Committee regrets to announce that the Library must reduce for several months the number of hours that it is open to library users.

In order to cover the Information Desk the Library has always had to take other personnel from their major duties to make up for the shortage of personnel assigned to the desk. This continual round has allowed only minimal attention to correcting myriad problems. The highest priority right now is to provide an accurate record of the Library's holdings; present records are unreliable. Closing the Library earlier will affect some people adversely, but correct records will improve service to all.

The new hours have been determined after careful analysis of Library use patterns. Effective Sunday, May 4, the hours will be as follows:

Monday - Thursday	10:00 a.m.-9:00 p.m.
Friday	10:00 a.m.-6:00 p.m.
Saturday	11:00 a.m.-5:00 p.m.
Sunday	2:00 p.m.-6:00 p.m.

For those who must have access to a library later in the evening, the Countway Library is open until 11:30 p.m. Monday through Thursday and on Sunday.

The Committee regrets the inconvenience whic curtailment of hours will cause.

The MGH Hot Line

BOSTON, MASSACHUSETTS
NEWS OFFICE, GRAY 12 (2206)
MAY 8, 1975

FOR SOME, A LEISURELY MARATHON

It's irresistible. Runners from all over the world come each year to grapple with the 26-plus-mile Boston Marathon on Patriot's Day. This year a former MGH fellow in Neurology-Neuropathology, Dr. Otto Appenzeller, came all the way from Albuquerque, where he is on the faculty of the University of New Mexico.

A former resident, Dr. John C. Long, came from Washington, D.C., where he is with the Department of Hematology at the Armed Forces Institute of Pathology. He topped all his previous times, finishing in an impressive 2 hours and 50 minutes.

Also faster this year, by 13 minutes, was Barry Sales, Unit Coordinator in Burnham 6, who finished in 3 hours and 10 minutes. "I'm very happy to have improved," he said.

Dr. Allan H. Goroll, resident in Medicine, claims he is very pleased just to have "lumbered across the line before sunset." Actually, he finished with the veteran runners before 3 p.m.--but he started at 10 a.m. "It was a leisurely marathon," he said.

M.E.E.I. DIRECTORIES AVAILABLE

The Communications Office has a limited supply of the 1975 Mass. Eye and Ear Infirmary Directories. If you find the listings in the MGH Directory's green pages insufficient, you may pick up the M.E.E.I. Directory in the Communications Office, White 14, ext. 2086.

PSYCHIATRIST PRODUCES PRIZE-WINNING FILMS

Two educational films produced and directed by Dr. Henry D. Abraham, an MGH psychiatrist, won high honors at the annual meeting of the Health and Science Communications Association, the national organization for health communication specialists.

The films ranked second and third among 135 entries in the Association's "inhouse" or professional category. Both films explore the work of MGH psychiatrists in two critical areas--alcoholism and depression.

"Drinkers in Crisis," the second-prize winner, is presented with Dr. John A. Renner, Director of the Alcohol Clinic. Through patient interviews it reveals methods of crisis intervention and techniques for diagnosing the "hidden alcoholic."

"I Want to Die," which placed third, is a study of depressed and suicidal patients seen in the Acute Psychiatric Service. Dr. Gerald L. Klerman, Superintendent of the Erich Lindemann Mental Health Center, discusses his research in this field.

The films were made for the Network for Continuing Medical Education in New York. Working with Dr. Abraham was cinematographer Alfred F. Guzzetti, of Harvard's Carpenter Center for the Visual Arts. Donald Schubert, of Harvard's Department of Education, was assistant cameraman.

Dr. Abraham has been involved in the production of a number of educational films on

(continued on page 2)

THE SHRINERS BURNS INSTITUTE has changed its telephone system and all its extension numbers. When calling there, please dial the usual tie line number, 117, plus 011, and ask the operator for the number you want. You may also request a list of new numbers.

MGH MINUTEMEN SOUND RALLYING CRY

by Susan N. Burns, Unit Secretary, White 6

Now is the time for all good men (and women) to come to the aid of their...bowling league! That's right, their MGH Bowling League, as it competes in the 1975 Boston Interhospital League, May 12, 13, and 14, 7 p.m., at Bowl-Haven Lanes in Cambridge.

Perhaps you remember last year's meet; five members with the best averages in our League played the best of the New England Deaconess (men vs men, women vs women) in the first--and now the annual--Interhospital League. Well, the MGH men tied with the Deaconess, and the ladies, unfortunately, lost. But the enthusiasm was great enough to warrant another match.

And now the time has come. Thanks to the efforts of two loyal MGH Minutemen, Dan Caufield, Electric Shop, and Joe Blanchard, Purchasing, the Boston Interhospital League has expanded to include the Lahey Clinic, the Faulkner Hospital, and the Peter Bent Brigham Hospital, and each hospital has both a men's and women's team to be challenged in the competition.

There will be two matches on May 12, at 7 p.m. and 9 p.m.; a 7 p.m. match only on the 13th, and then two matches on the final night of the competition, May 14, again at 7 p.m. and 9 p.m. A trophy purchased from contributions from all the participating hospitals will be awarded after the last match on Wednesday, May 14.

Be there to cheer on our soldiers in the field--our bowlers in the alley!

"One if by land, and two by sea...," and if it comes to three, take the train from Charles to Central Square and ask for Austin Street. If you don't do anything else to celebrate the Bicentennial, come out to support your very own MGH Minutemen!

FILMS (continued from page 1)

wide-ranging topics. In 1968-70 he produced 12 television programs for the series "Concepts and Controversies in Modern Medicine." At present he is interested in the use of film to explore aspects of human psychology. He also hopes to bring a nearly completed play--his fourth--to the stage.

NEW STAFF APPOINTMENTS

The Board of Trustees upon the recommendation of the General Executive Committee has made the following new staff appointments:

Dr. Ann M. Dvorak, Consultant in Pathology

Dr. Kenneth Rothman, Consultant in Epidemiology, Radiation Medicine

Dr. Kenneth W. Sniderman, Assistant in Radiology

Dr. Lee A. Witters, Assistant in Medicine

THE DO'S AND DON'TS OF NEEDLE USE

Robert V. Cavicchi, Safety Officer, reports that *the greatest number of employee accidents occurs from syringe needle punctures.*

Please follow these simple rules to avoid unnecessary medical treatment for yourself and eliminate accident hazards to your fellow workers.

1. Do not dispose of syringes and needles in waste baskets.

2. Do not leave syringes and needles in patient rooms where others may contact them.

3. Do not carry loose needles in pockets.

4. Do be careful when replacing sheaths over needles.

5. Do dispose of syringes and needles as quickly as possible in the stainless steel containers disigned for this purpose located on each floor.

The MGH Hot Line
BOSTON, MASSACHUSETTS
NEWS OFFICE, GRAY 12 (2206)
MAY 22, 1975

Economies in the O.R.; Skimming off the Cream

Hours spent in the operating room complex are, for many patients, the most critical stage of their hospitalization. Can the workers who care for them also be expected to practice daily economies?

Yes--and at no sacrifice to patient care. This is the firm response of the four-member ad hoc committee that administers the operating rooms and 3-A intensive-care units.

Since the announcement of the hospital's $1.9 billion deficit in late March, econony has been the number-one topic in the committee's weekly meetings. Attacking

(continued on page 4)

Stephen Kauffman

Dermatologist Named Outstanding Leader

Dr. John A. Parrish was named one of Ten Outstanding Young Leaders of Greater Boston by the Boston Jaycees at their 1975 Awards Banquet.

The 35-year-old physician is Clinical Assistant in Dermatology at the MGH and Nolan Photobiology Scholar at Harvard Medical School. He headed the MGH team which recently achieved what has been heralded as a major new advance in the treatment of psoriasis. In addition, he is a talented writer whose account of a doctor's experience in Vietnam was a best seller.

(continued on page 2)

New Post for Kauffman

On May 1, Stephen Kauffman assumed a new post in the administration of the MGH, Director of Administrative Services. His responsibilities encompass Clinical Administration, which he has directed for five years, Admitting, and Medical Records.

In announcing the appointment, Dr. Charles A. Sanders, General Director, said, "By bringing these closely related departments under one administrative head, we have an opportunity to foster even greater economy and efficiency in their operations."

(continued on page 7)

DERMATOLOGIST NAMED OUTSTANDING LEADER

(continued from page 1)

In a letter supporting his nomination, the News Office described Dr. Parrish as "a renaissance man who could have excelled in several careers."

In medicine, the letter noted, he is outstanding in patient care, teaching, and particularly research. The treatment of psoriasis "successfully introduces an exciting new type of therapy, photochemotherapy, which promises possible application to many other kinds of disease. As director of the MGH Laser Laboratory, he developed the first clinical research ever, using ultraviolet light obtained from a laser."

In Vietnam, Dr. Parrish was a medical officer for the Third Marine Division stationed in Phu Bai, north of Hue, in 1967-69. For his personal courage and adaptability in this extremely stressful environment he was awarded a Vietnamese Cross of Galantry with Gold.

Dr. John A. Parrish

Dr. Parrish's forthright account of his daily experiences in Vietnam, 12, 20, & 5: A Doctor's Year in Vietnam, was published in 1972 by E.P. Dutton and won popular and critical acclaim. His poetry and prose have been published in the Atlantic Monthly. He has authored eight books and 15 professional papers.

In commenting on Dr. Parrish's leadership, Dr. Thomas B. Fitzpatrick, Chief of the Department of Dermatology, noted his tremendous energy which makes him stimulating to both students and colleagues. His outstanding qualities, Dr. Fitzpatrick concluded, are "his emotional maturity in that he obtains satisfaction in giving; his ability to take his work, but not himself, seriously; and his almost unique capacity to tie the ribbon on the package and bring together miscellaneous bits and pieces...to fruition in a cohesive, clear fashion."

Since 1952 five other MGH physicians have won the TOYL award. Last year's winner was Dr. Nina Tolkoff-Rubin, Associate Physician.

RETIREMENTS

The hospital wishes good health and happiness to the following members of the MGH family, who retired on May 1:

Helen Swanson, Bulfinch Nursing, 12 years, 6 months.

Vito Leonardo, Phillips House, 9 years, 7 months.

The MGH HOT LINE is published three times a month by and for the employees of the Massachusetts General Hospital, Boston.

Charles A. Sanders, M.D.
General Director
Martin S. Bander,
Deputy to the General Director
(News and Public Affairs)
Mary M. Hoffmann, *Editor*
Doris G. Schreckengaust, *Copy Editor*
June Hurwitz, *Typist*

Dr. Eve E. Slater

A Call from the Maestro

Dr. Eve Elizabeth Slater, Clinical and Research Fellow in Medicine, would agree that you should never delay answering your beeper. Suppose the caller were Arthur Fiedler asking you to solo with the Boston Pops?

The world-famous conductor was at the other end of the line when Dr. Slater answered a call a year ago. He had heard that she played the flute. Would she like to try out for a solo at "MGH Night at the Pops"? Chagrined, Dr. Slater had to admit that she had not practiced seriously for five years.

"Well, if I'm still alive, we'll do it next year!" Maestro Fiedler said.

Dr. Slater got to work, practicing several hours a night and jogging for breath control. On April 21, she faced Mr. Fiedler over the piano with much more confidence and passed the tryout.

On June 4, the MGH family will hear her perform a major work, Mozart's D Major Concerto for Flute and Orchestra. She is the first MGH employee in many years to play a solo at MGH Night at the Pops.

Excellence has marked all phases of Dr. Slater's dual career. In January, she will become Chief Resident in Medicine, the first woman ever appointed to that position at the MGH.

She joined the hospital in 1971 as a medical intern, passed her boards in Internal Medicine last June, and is currently a fellow in the Cardiac Unit, with a clinical and research interest in hypertension.

Dr. Slater has had serious musical training since early childhood. At Vassar College she studied the flute with Claude Monteux, son of a former conductor of the Boston Symphony Orchestra, Pierre Monteux. Majoring in both music and chemistry, she graduated Phi Beta Kappa.

At Columbia University's College of Physicians and Surgeons she was elected to Omega Alpha, the national medical honor society. Meanwhile she continued her musical studies with Julius Baker, first flutist of the New York Philharmonic.

With internship, Dr. Slater was forced to close the door on a possible career in music. However, as a cardiologist she is quick to point out that the inventor of the stethoscope, a nineteenth-century physician named Thêophile Laennec, was also a flutist, and in fact used the principle of the flute in his invention. After her debut with the Pops, she too intends to keep both talents alive.

"This is a kid's fantasy coming true--like playing shortstop for the Red Sox," she said.

(Tickets for "MGH Night at the Pops" are no longer being sold through the hospital but may be bought at the Symphony Hall box office).

ECONOMIES

(continued from page 1)

the problem from many angles, they have come up with some solid solutions.

Serving on the committee are representatives from Anesthesia, Dr. George E. Battit; Nursing, Agnes Rockett, R.N.; Surgery, Dr. Marshall K. Bartlett; and Administration, Elmer Perry. Its chairman, Dr. Battit, believes the main thrust of the committee's efforts must be educational.

"You cannot issue dictums," he said. "Cooperation depends on everyone's understanding--first, of the financial straits of the hospital, and then, of the costs that mount up tremendously over a period of time if materials are wasted."

In the Anesthesia Department, Dr. Battit has circulated lists of selected items--and their prices--used every day in the operating rooms. Similar price lists are being posted in conspicuous spots throughout the operating-room complex.

Frequently abused, Dr. Battit points out, is the common plastic needle used for each of the 22,000 patients that pass yearly through the O.R. "If the needle becomes contaminated or otherwise no longer usable," he said, "that's 76¢ down the drain."

A pilot educational program has been initiated to control the waste of sutures (material used for stitching wounds). Operating Room nurses are now tabulating the daily number of suture sets unpackaged (and thus unsterilized), but not used. An accurate count should reduce the cost of waste by a projected $10-15,000 per year.

The committee has also made immediate and direct savings by combining a bit of research with common sense.

An article in a professional journal, for example, confirmed their suspicion about the uselessness of sticky mats which have lain across O.R. portals for years. The author found no evidence to support the theory that they make the rooms more sterile by picking up dust from shoes. Another $5,000 cut from the budget.

(continued above)

Savings are also being made in these areas:

Surgical gloves: Like sutures, these should be unpackaged only as needed, the committee stresses. They have also found a way to resterilize those that must be opened but unused.

Telephones: The committee continues the never-ending effort to make people aware that even local calls cost money by using up expensive message units.

Gases: A plan has just been approved to pipe gases--particularly nitrogen--in bulk to operating rooms. (Compressed nitrogen is used to power drills and saws). The new method will eliminate handling expenses for the bulky individual tanks.

And finally the crunch was driven home with a literal skimming off of the fat. When doctors and nurses arrived at their lounges one morning, the usual cream for coffee had been replaced by skim and regular milk, and there was no more jelly. The savings? $7-9,000 yearly.

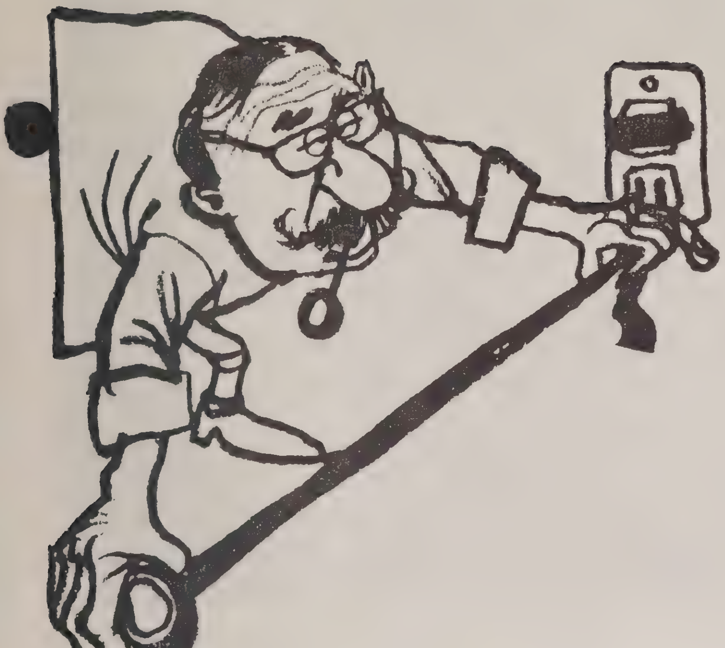
Even to the loss of these amenities the staff has responded in a spirit of cooperation.

"Once they realize that conserving even these small items can save thousands of dollars each year, they are very supportive" Dr. Battit said. "It's a matter of being aware that this is a long-term problem and that no abstract 'hospital' will take care of it. We are the hospital."

AN ENCOURAGING SIGN

If scissors can be used as an indicator, efforts of employees throughout the hospital to conserve supplies are already bringing dramatic results.

Mr. James Willis, Director of Central Supply, reports that the ordering of scissors used in patient-care areas dropped 50 percent in April, from the usual 1,800 monthly to 900. The cut is partly a result of units using up supplies in overstocked cabinets, he believes, but he is hopeful that the monthly orders will remain at a low level.



LIVE WIRE: FRANK PREVOST

'Watts That You Say?'

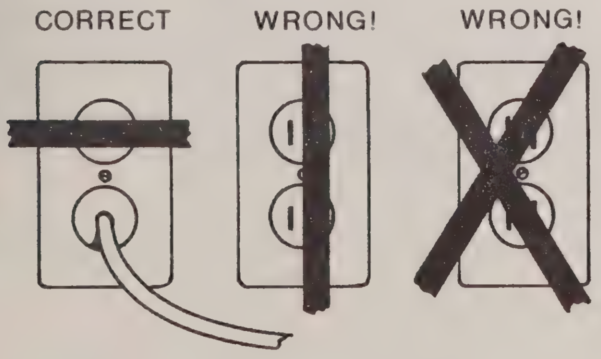
My suggestion to save electric energy is to tape all unused electric wall outlets with electrician's tape (black only). This prevents electricity from leaking out onto the floor or rug.

Since we have been doing this, our electric bill has decreased 8 percent. Also, the walls underneath the outlets are cleaner and static electricity has become almost nonexistent. My wife and I also feel better and sleep better. Our neighbors below us no longer complain about our electricity seeping through the floor and staining their ceiling. (Big Wally Industrial Strength Cleaner is the only cleaning agent that will remove electricity stains.)

Too, a little known fact is that a dribbling outlet wastes enormous amounts of energy over the course of a year. In fact, a three-pronged outlet 14 inches above the floor with the wall control switch on wastes 12-15 bushels of electricity a year.

It is very important to tape outlets properly — see illustrations below.

I hope that this suggestion proves helpful. Don't turn on with electricity.


CORRECT
WRONG!
WRONG!

TUITION AID: A TOUGH DECISION

With May 1 paychecks came an announcement painful to many employees: the temporary suspension of Tuition Aid.

The suddenness of the notice reflects the hospital's urgent need to reduce a record deficit that at the end of March totaled $1.9 million. Widespread money-saving efforts apparently slowed the deficit rate in March but have failed to bring the budget into balance. Last year at this time the hospital had no deficit.

"We made the decision to suspend Tuition Aid with greatest reluctance," said Lawrence E. Martin, Associate General Director. He pointed out that the cost of the program has accelerated in the past few years and, if continued, would cost the institution $340,000 this year. About 10 percent of the hospital's employees take advantage of the Tuition Aid Program.

"We will give careful consideration to reinstatement of the program at the earliest possible date," Mr. Martin said.

An announcement about the status of the program will be made well in advance of enrollments for the fall semester.

NEW STAFF APPOINTMENTS

The Board of Trustees, upon the recommendation of the General Executive Committee, has made the following new staff appointments:

Dr. Jack E. Farnham, Clinical Assistant, Medicine

Dr. Robert S. Lawrence, Clinical Associate, Medicine

Dr. Duncan Neuhauser, Consultant in Medicine

This money-saving tip was sent anonymously to the HOT LINE. It is reprinted courtesy of *The Boston Globe*.

Dr. Howard P. Baden

Dr. W. Hardy Hendren

TWO MGH PHYSICIANS RECEIVE TOP HARVARD FACULTY POSTS

This spring two MGH physicians were appointed Professors at Harvard Medical School.

W. Hardy Hendren, M.D., Visiting Surgeon, was appointed Professor of Surgery. Howard P. Baden, M.D., Dermatologist, was appointed Professor of Dermatology.

Dr. Baden is well known for his research on the keratins, which are the principal proteins of the outer layer of the skin, hair, and nails. He has also been involved in the development of new treatments for ichthyosis, a hereditary skin disease.

He joined the MGH in 1959 as Assistant Resident in Dermatology. In the next two years he was appointed Clinical Fellow in Dermatology and National Institutes of Health Fellow at the Research Laboratories of the Harvard Medical School, MGH Department of Dermatology, and Brandeis University Graduate Department of Biochemistry. He was also a Milton Fellow in 1960-61.

He was a cum laude graduate of Harvard Medical School in 1956 and then an Intern in Medicine at Peter Bent Brigham Hospital. He has been a member of the faculty of Harvard Medical School, Department of Dermatology, since 1962 and of the Harvard Center for Human Genetics since 1971. He is also Associate in Medicine at the Children's Hospital Medical Center.

Dr. Baden has authored or coauthored more than 75 articles and is a member of numerous professional societies.

Dr. Hendren, Director of the MGH Division of Pediatric Surgery, is renowned for his development of new surgical procedures in pediatric surgery and pediatric urology.

A Naval aviator and graduate of Dartmouth College before coming to Boston, Dr. Hendren graduated from Harvard Medical School in 1952 and took his residency training in surgery at both the MGH and Children's Hospital. In consecutive years, he was appointed Chief Resident at both hospitals. In 1958 he was a Teaching Fellow in Surgery at Harvard Medical School and by 1971 had become Associate Clinical Professor of Surgery.

Dr. Hendren is a member of many professional organizations, including the American Surgical Association, the American Urological Association, and the American College of Surgeons. The latter organization arranged the filming of more than a dozen operations in which Dr. Hendren used innovative surgical procedures, including, in 1969, the first surgical separation of Siamese twins in Boston.

Edmund S. Banks

The hospital recently lost one of its most dedicated respiratory therapy technicians. Edmund S. Banks, 61, died suddenly on March 30.

Mr. Banks was the first technician of the fledgling Department of Oxygen Therapy in 1948. He remained its Chief Technician through 26 years of tremendous change. Although the department's purpose was the same--caring for patients who have breathing difficulties--its name changed from Oxygen, to Inhalation, to Respiratory Therapy. Patients grew in number from several hundred treated annually to nearly 10,000. Treatment expanded from application of simple mechanical devices to the use of many therapeutic and diagnostic modalities for providing respiratory care.

Mr. Banks grew with the department, eagerly learning new techniques and then teaching others. In 1957 he was the first President of the Greater Boston Chapter of the American Association of Inhalation Therapists, an organization that expanded greatly after the polio epidemic. During this stressful period, Mr. Banks and two other dedicated technicians, Angelo (Al) Guarino and Herman I. Hansen, received citations for their efforts in providing respiratory care for polio victims.

At a professional meeting in 1958, Edmund Banks instructs a nurse in the use of a manual resuscitator.

"They were like The Three Musketeers," said Dr. Henning Pontoppidan, Medical Director of Respiratory Therapy. "They worked day and night with patients on the polio ward."

A fourth, Vernon Scott, joined the technician team in 1960 and became Mr. Banks' close friend.

Physicians, nurses, and cotechnicians had great faith in Mr. Banks' expertise.

"Ed was always interested in trying out new techniques and products," Dr. Pontoppidan said. "As a teacher, he became a familiar face throughout New England."

Forthright and hardworking, Mr. Banks had a rare dedication, both to his profession and to the hospital.

KAUFFMAN (continued from page 1)

Mr. Kauffman received a Bachelor of Science degree with a major in biology from Widener College in Chester, Pennsylvania, and a Master of Science degree in Public Health with a major in Medical Care Administration from the University of Massachusetts, Amherst. After graduation he spent a year in administrative residency at the Department of Health and Hospitals in Boston, where he worked in both hospital management and community planning for health needs.

In 1967 he came to work at the MGH as a Unit Coordinator. In 1970 he became Director of the Department of Clinical Administration, which includes Unit Coordinators, Unit Secretaries, and Unit Assistants. Under his leadership the department introduced the unit management system to patient-care areas throughout the MGH, setting a model for hospitals across the country.

GOING PLACES

Janice Fyfield

When Northeastern University announced a new, free program to train family health workers, its Mugar-Street office was swamped with inquiries. From more than 200 applicants, 43 were chosen.

Among those are two MGH employees, Janice Fyfield and Nancy Tavares. They are women determined to make the most of their abilities. And in the process, they have become expert jugglers of time devoted to school, work, and family.

It's not easy to work 32 hours, go to school another 15, and be a mother to eight children. But Mrs. Fyfield has never been one to stand still. In 1969 she came alone from Trinidad, West Indies, as a domestic. Her family followed later. By July, 1971 she was an MGH Diet Aide, and now she is an office assistant in the Hematology Laboratory.

"It's very hard trying to fit everything in," she said, "but I'm learning so much." (And getting B's).

Current and Controversial Issues is her favorite course, although she is doing best in Anatomy and Physiology. Other courses are Home Health Procedures, Communications, and Psychology.

Nancy Tavares

Nancy Tavares, who is taking the same courses, has been a medical secretary at the MGH since 1962, with breaks for maternity. For years she worked full time in the evenings when her husband could be at home with their three small children. Now she works weekends in the Radiology Department. "I decided I wanted to do something more varied than typing," she said.

There are many directions she can go. After completing clinical and academic training for 12-18 months, the students earn a certificate qualifying them to work as assistants to specialists in a variety of roles and settings.

Social service has a strong appeal for both women. "I like people, and I like helping them," Mrs. Fyfield said. She has also toyed with the idea of pursuing a nursing degree. "My supervisor [Gretchen Williams] has been great--very encouraging," she said.

The youngest Fyfield child is 12. Two of the older ones work at the MGH--Jerome, as a Phillips House Elevator Operator, and Rawlyn, as a Building Service Aide.

With their families backing them, Mrs. Fyfield and Mrs. Tavares have embarked on an exciting venture that will open new vistas.

HOSPITAL TELEVISIONS FOR SALE

On Friday, May 30 from 2-6 p.m., the hospital will make available for employee purchase eighty used 19 inch black-and-white television sets. The sale will be held in Staff Education Classroom 3 in the Phillips House Basement. The sets are approximately 10 years old. Sets with UHF will cost $25; sets without UHF, $15; and inoperable sets, $5. Television stands can also be purchased for $2.

The sets can be tested before purchase; however, there is no guarantee on future performance. All sales will be on a first-come, first-served basis. There will be no presale, and sales will be on a cash-and-carry basis. Be sure and come early to take advantage of this opportunity.

ANOTHER BARGAIN IN THE CAFETERIA

You asked for it! So beginning June 3, Line 3 (the takeout line) will offer a 99¢ luncheon special. Please check the menu box daily.

The MGH Hot Line

BOSTON, MASSACHUSETTS
NEWS OFFICE, GRAY 12 (2206)
MAY 29, 1975

April Tally Shows Brighter Financial Picture

The first major sign of improvement in the hospital's gloomy financial picture was experienced in April when a $331,000 surplus was shown for the month.

That still leaves the hospital with a $1.8 million deficit for the fiscal year which began Oct. 1. On the other hand, April is the first month which does not show a deficit.

"We're not close to being out of the woods," said Dr. Charles A. Sanders, General Director, "but at least this is a significant start."

One of the key factors in the April figures is a major falloff in "supplies purchased."

"I feel confident," Dr. Sanders said, "that this represents to a large degree the efforts of every employee in conserving supplies. We could not have achieved this without the widespread cooperation of the MGH family. Nor can we continue to overturn the deficit without everyone's sustained help.

"I am extremely proud of the way people have responded to Project Save and am grateful that we have such dedicated employees."

Before the start of the new fiscal year which began in October 1974, the hospital had budgeted $476,000 a month for purchasing supplies. However, the average amount spent per month between November and March inclusive was $635,000. In April the supplies purchased totaled $464,000, actually dropping below the budgeted amount.

Joseph P. McCue, Director of Fiscal Affairs, stated that the budget prepared last summer was based on inflationary trends then current. Since then, however, the inflation rate in hospital supplies has soared out of proportion to the experience of the rest of the economy. The cost of many of the items most commonly purchased by the hospital has gone up by an average of 30 percent.

Mr. McCue pointed out that some of the apparent saving in supplies purchased in April may represent a delay in buying goods already stockpiled. For this reason the fiscal arm of the hospital will watch this category carefully over the next few months.

Another important factor in the April figures is a reduction in overtime. Overtime fell from a monthly high of $192,000 in October to $106,000 in April and reflects a decision to use overtime only when absolutely essential.

The third significant area responsible for the improvement last month is in the clinics, where increased activity produced an income exceeding monthly budgetary expectations.
(continued on next page)

After the May 22 issue, the HOT LINE received several calls about the humorous article and cartoon, "Watts That You Say?" reprinted from The Boston Sunday Globe of April 27. Do we in the News Office really believe that electricity can leak from wall outlets? No! We just believe in easing the anxieties of the economy drive with a little laughter. To those who did not realize the Globe's article is a spoof, we apologize for presenting it without an explanation.

FINANCIAL PICTURE (continued from page 1)

Dr. Sanders and Lawrence E. Martin, Associate General Director, are hopeful that with continued employee efforts the budget can be considerably further reduced by the end of the fiscal year. One distinct worry, however, is Governor Dukakis's proposed rate freeze.

Should the state legislature pass this bill, hospitals would be unable to raise either room rates or ancillary charges. Such a restriction would place medical-care institutions in a unique and completely rigid vise since the skyrocketing costs of supplies purchased by hospitals would not be regulated under the state's proposal.

NOTICE FROM THE DIETARY DEPARTMENT

The hospital's economy necessitates changes in the Dietary Department's Staff Function Service. A minimum of 24 hours' advance notice is still required for all orders. Equipment may be borrowed upon request for items you provide. New guidelines are:

Morning meetings: Coffee, tea, or juice (orange and tomato) are available.

Luncheons: The selection of items will remain the same: sandwiches, cold sliced meats, cheese, salads, relishes, rolls, potato chips, desserts, and beverages.

Afternoon meetings: Coffee, tea, punch, and lemonade are available.

Cost-center charges: Cost-center charges will be accepted for official hospital-related functions. These are defined as (1) one that directly serves patients, and (2) a guest/host function for MGH visitors.

Personal charges: For other hospital functions, "personal charges" are acceptable. Beginning June 1, these will be on a "payment on pickup" basis only. They will be costed at the time the order is placed. Payment may be made by cash or check (made payable to the Mass. General Hospital).

Special-fund charges: A special fund will take care of change parties, graduation receptions, and retirement parties.

PRESTIGIOUS TREADWELL AWARD PRESENTED TO DR. KNOWLES

Dr. John H. Knowles, President of the Rockefeller Foundation and for 10 years General Director of the MGH, became on May 11 the fourth recipient of the hospital's Treadwell Award given to a distinguished former intern or resident.

The award was presented at a reunion of the 2,400-member MGH House Pupils Association, to which Dr. Knowles belongs. Former MGH physician-trainees from throughout the nation journeyed to the gathering, the group's first since 1965.

Dr. Knowles' association with the MGH began in 1951 when he was an Intern in Medicine. In 1962, at age 35, he became the youngest General Director in the hospital's history.

The MGH established the Treadwell Award in 1958 to commemorate the 100th year of the Treadwell Library, named for Dr. John G. Treadwell, a physician who willed the funds for its establishment.

The previous Treadwell awardees were the late Dr. Robert F. Loeb, noted Columbia University medical educator and specialist in diseases of the metabolism; the late Dr. Joseph C. Aub, renowned MGH researcher; and the late Dr. Edward D. Churchill, a famed MGH Chief of Surgery.

NEW STAFF APPOINTMENTS

The Board of Trustees upon the recommendation of the General Executive Committee, has made the following new staff appointments:

Dr. Amir M. Farhadi, Clinical Associate, Psychiatry

Dr. Sterling D. Garrard, Associate Pediatrician, Children's Service

Dr. Terry M. Hudson, Assistant in Radiology

Dr. John W. Mills, Assistant in Biology, Medicine

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206) June 5, 1975

Malpractice Crisis

Massachusetts physicians and hospitals are observing with concern the progress of H5793, a state malpractice bill. In places like California and New York malpractice insurance rates have risen so high that some physicians have stated they would have to give up the practice of medicine. A number of San Francisco hospitals had to lay off employees and drastically curtail operations because of a physician boycott in protest of the insurance problem.

Massachusetts malpractice insurance has also become very expensive and is threatening to run out of control. A number of knowledgeable persons fear that this state's situation may become intolerable unless H5793 is passed before July 1, when insurers begin to phase out coverage. Among the bill's features is the creation of a joint underwriting association to guarantee the availability of malpractice coverage for hospitals and physicians. The bill establishes a medical discipline board to be part of the existing Board of Registration of Medicine. Physicians found incompetent would be disciplined by the new body. "Frivolous" cases would be screened out, but if a plaintiff wished to carry a suit to court anyway, he would have to post a $2,000 bond. If the plaintiff loses the resulting court decision, the $2,000 would go to the defendant.

At last week's General Executive Committee meeting Dr. Charles A. Sanders, General Director, urged physicians to send letters expressing support of H5793 to: Reps. Raymond M. LaFontaine (D.), and David M. Bartley (D.), House of Representatives, Boston, Mass. 02133; and to Sens. Daniel J. Foley (D.) and Kevin B. Harrington (D.), Massachusetts Senate, Boston, Mass. 02133.

Proposed Rate Freeze Spells Disaster, Dr. Sanders Testifies

Some myths about hospital costs were punctured by Dr. Charles A. Sanders, General Director, in testimony last week about Governor Dukakis' proposed freezing of hospital charges. Speaking before a hearing at the State House, Dr. Sanders attacked the notion that hospital inflation has been rising out of proportion to the rest of the economy.

He cited statistics showing that, compared with a 1967 base of 100, the cost of all consumer items in 1975 reached 156.4. The cost of medical care in 1975, however, reached only 159.0. "This is an insignificant difference," Dr. Sanders said, "and illustrates that the cost of medical care has not risen disproportionately to that of the general economy.

"Secondly, when the cost of food, housing, medical care, personal income taxes, transportation, etc., are compared for low, intermediate, and high income budget families for urban and metropolitan areas, it is found that Boston is well above the national urban average for housing and personal income taxes, but 4 percent below the national average for medical care at all levels of income and 7 percent less than the average for all metropolitan areas. In other words, the 'best buy' among those items usually characterized as necessary to living is medical care. These facts are hardly consistent with describing medical care as suffering from runaway inflation.

"Third, hospitals have to pay bills for supplies just like any other business or home. For example, in the past year items

(continued on back)

RATE FREEZE (continued from page 1)

such as bandages, syringes, cotton, towels, floor wax, plastic bags, to mention but a few, have risen in cost anywhere from 10 to 160 percent. Furthermore costs for utilities, including electricity, steam, and telephone, have risen a total of 48.8 percent....

"The proposed law is all the more incredible when offered by a governmental process which has consistently been unable to pay hospitals and other providers for services fairly rendered to patients under the Medicaid law. Recently the Massachusetts General Hospital has had to resort to the Federal Court to seek relief in the payment of bills for services rendered to Medicaid patients going back as far as 1970. The court has ruled in our favor, but it is still difficult to know when or if we will be paid. [The MGH is owed about $9 million for Medicaid and General Relief combined.]

"...One might ask, what will be the effect of the freeze should it be enacted? It can be described in one word: disastrous! Specifically if prices over which we have no control, such as utilities, continue to rise, and we cannot adjust our prices appropriately, our services will have to be curtailed."

Also testifying was a Massachusetts Hospital Association official who said that hospitals would have to reduce wages and/or fire employees if the governor's proposed freeze becomes effective.

On the day of the hearings Dr. Sanders appeared on Channel 4 news telecasts holding an old wooden medicine chest containing herbs once used in the practice of medicine. Pointing to the chest, he said that enactment of regressive legislation like the governor's freeze might cause a return to that former style of medical care.

PEOPLE

Ms. Kallirroe Zaimis, daughter of PETROS (PETER) N. and SOFIA Z. ZAIMIS, Aides in the Building Service Department, won the second annual award of the American Institute of Aeronautics and Astronautics (AIAA), New England Section, for the best project by an undergraduate student. A sophomore at Boston University, Ms. Zaimis entered a project on "Control of Atmospheric Sulfur-Oxides." Mr. Zaimis works in the Phillips House, and Mrs. Zaimis in Vincent-Burnham.

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DR. GEORGE P. BAKER, JR., Physician, was elected to a three-year term as a Director of Blue Cross of Massachusetts. At the MGH he is chairman of the Utilization Review Committee. He has worked extensively with Bay State PSRO (Professional Standards Review Organization), Inc., and is a member of its Board of Directors and Executive Council.

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From April 27 to May 3 DR. CARTER R. ROWE, Senior Consulting Staff, was the Visiting Professor in Orthopaedic Surgery at the University of Southern California School of Medicine, Los Angeles. He was also the guest speaker at the Society of Graduate Orthopaedic Surgeons in Los Angeles. His topics were "The Painful Shoulder--Causes and Treatment" and "The Pathology and Treatment of Shoulder Instabilities."

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Among three newly elected trustees of the New England Conservatory of Music is DR. NICHOLAS T. ZERVAS, Clinical Associate in Neurosurgery and Coordinator of MGH's Neurosurgery Residency Program. At Harvard Medical School, he is Associate Professor of Surgery and a member of the Admissions Committee. He is also Chief of the Neurosurgical Services at Beth Israel Hospital.

EVENING WORSHIP SERVICES TO BE HELD FOR PATIENTS

Beginning June 4, a series of Protestant worship services are being held in the Chapel on the first and third Wednesday of each month from 7-7:30 p.m. for patients, their families, and friends. Roman Catholic services continue to be held daily in the Chapel at 4 p.m.

The evening services are being conducted as a pilot program by volunteer clergy and lay people from Kings Chapel and the Church of the Advent in Boston. Assisting from the MGH are the Volunteer Department and the Department of Pastoral Services.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

JULY 3, 1975

HAVE A BALL!

What's red, black, and lemon yellow? Light, fast, springy, and irresistibly squeezable? It's the popular new bouncy ball that the Blood Bank is giving to everyone who makes a voluntary blood donation. The size of a tennis ball, it has these words printed on it:

MGH BLOOD BANK
HELP SOMEONE BOUNCE BACK
GIVE BLOOD

Besides serving as an object to squeeze while the donor gives blood, the ball has proved an inexpensive and highly successful way of attracting new donors. Tennis and hockey players find it a terrific practice ball. Take one home today...after giving blood anytime Monday through Thursday from 8:30 a.m. to 8:00 p.m., Friday until 4:30 p.m., and Saturday until 4:00 p.m.

* * *

Radio station WJIB-FM is giving a big boost to the Blood Bank's efforts to maintain enough blood for patients during the Fourth of July weekend. As part of a week-long drive, the "beautiful music station" will run our public service announcements daily, with spots every hour exclusively for the MGH on July 2 and 3. Our thanks to WJIB for help desperately needed. Tune in...and come in!

Remember this number: 2090. At that extension all the records, as well as several helpful telephone operators, are assembled to give you information that cannot be found in the MGH telephone directory. Please don't dial "0" for information; you will be asked to dial 2090. In case you forget that number, you'll find it on page 1 of your directory.

P. D. WHITE AWARD GOES TO DR. BLAND

Edward F. Bland, M.D., cardiologist and former student of the late Dr. P. D. White, received on June 4 the annual award named after the world-famous cardiologist. The Paul Dudley White Award was presented to Dr. Bland by Dr. Charles A. Sanders, MGH General Director, at the annual meeting of the Massachusetts Affiliate, American Heart Association, in Boston.

Dr. Bland is a former Chief of the Cardiac Unit at the MGH (succeeding Dr. White), a member of the Senior Consulting Staff, and Clinical Professor of Medicine Emeritus at Harvard Medical School. He is past president of the Massachusetts Affiliate of the American Heart Association and currently a member of the Board of Review for the American Heart Association. He is well known as a specialist in rheumatic heart disease.

LOWELL LECTURES TO BE BROADCAST: DR. BURKE SPEAKS ON BURNS

Films shot in the Ether Dome will help promote WCVB-TV's broadcasting of the 1975 Lowell Lectures in Medicine. Coordinated by a Boston 200 subcommittee, the lectures will be shown as part of Channel 5's popular "House Call," hosted by Timothy Johnson, M.D., Clinical Associate in Medicine, on Thursdays at 7:30 p.m. beginning June 26.

The speaker for the July 10 lecture, "Boston and Burn Treatment," is John S. Burke, M.D., Chief of the Shriners Burns Institute. Other lectures are on blood disease, July 17; early infant care, July 24; infectious disease, July 31; and kidney transplant, August 7. Each features the work of physicians and hospitals in the Boston area. They will be broadcast live with a small audience who will have an opportunity to ask questions.

CHAPLAIN REED SERVES ON NATIONAL COMMITTEE

Chaplain Allan Reed, Director of the Department of Pastoral Services, was appointed to the National Certification Committee of Chaplains. This national organization of 1,200 institutional chaplains is affiliated with the American Protestant Hospital Association. The committee seeks to assure professional performance by establishing standard requirements, which now call for a minimum of one year of Clinical Pastoral Education such as is offered through the MGH School of Pastoral Care.

NEW STAFF APPOINTMENTS

The Board of Trustees, upon the recommendation of the General Executive Committee, has made the following new staff appointments:

Dr. Robert H. Ackerman, Assistant in Radiology

Dr. David J. Becker, Clinical Assistant, Medicine

Dr. Daniel E. Keim. Assistant Pediatrician

Dr. Karl H. Proppe, Assistant in Pathology

Dr. Steven F. Ratnofsky, Assistant in Radiology

BLUE CROSS QUESTIONS AND ANSWERS
from the Personnel Department

Q. My family Master Medical plan covers myself, my husband, and my three children. However, two of my children have a different last name. Are they covered also?

A. It is important that you notify Personnel Services if any member of your family has a different last name, so we can add a special letter to your contract downtown. Otherwise, bills for that individual will be rejected because of an incorrect certificate number.

PERSONAL SAFETY PROGRAM
from the Personnel Department

Have you ever received an obscene phone call? Had your purse stolen or wallet lifted? If you have never been followed, you probably know someone who has. What can be done about it? What can we do, in our daily habits, to make our lives and property a little more secure?

On July 16 a Personal Safety Program will be held for all employees to help recognize and deal with danger. Two experts in crime prevention will be present--a member of the Commissioner's Speaker's Bureau of the Boston Police Department and Mr. Tom Sullivan, Head of Security at the MGH. The program has been arranged by Kathi Johnson, Education and Training Coordinator.

A film, "Nobody's Victim," will give pointers on making your home more burglar proof, thwarting pickpockets, physical defense techniques, and other preventive measures. The program will be held in the Lower Outpatient Amphitheatre on July 16 at three times: 11:30 a.m., 12:30 p.m., and 4:00 p.m. Each presentation will run about 40 minutes and includes a question-and-answer period. All employees are invited to attend this important program on Personal Safety.

COOP STUDENTS HONORED

Three Northeastern University students working at the MGH were given awards for outstanding performance. The presentation took place at the University's Cooperative Education Awards luncheon in May.

Cecily C. Barrington, a senior in the College of Liberal Arts, won the highest honor, the William Jefferson Alcott, Jr. Award. A psychology major, she was a research assistant for Dr. Richard I. Lanyon, Director of Psychology at the Erich Lindemann Mental Health Center.

Awards were also presented to Carolyn Engel of the College of Nursing, who will soon join the White-12 nursing staff, and John G. Goode, College of Liberal Arts, who worked as a Nursing Assistant in the Operating Rooms.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

JUNE 26, 1975

A Tough, New Rate-Freeze Bill

A bill freezing hospital charges has undergone a number and name change. Although the new bill, House 6317, talks about regulating hospitals rather than freezing rates, hospital administrators regard the measure as more severe than the original proposal.

While freezing hospital rates, House 6317 allows the cost of hospital supplies to continue its upward spiral. Heat and electricity and various kinds of medical and nonmedical supplies with costs which have risen by huge amounts in recent years would continue to be unregulated.

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FIFTEEN COMPLETE SPRING PREP COURSES

Twice each year the John Hancock Mutual Life Insurance Company offers a Prep Program designed to meet the educational needs of people who have not had the opportunity to complete their high school education. Courses in such areas as language arts (including English as a second language), math, and reading are held twice weekly over a period of fifteen weeks. Many MGH employees have taken advantage of this opportunity in the past. The Personnel Department would now like to congratulate those who have completed work during this spring's semester:

Blood Bank:	Etheline Aaron
Building Service:	Ersula Bernier
	Nadino Brooks
	Aileen Castillo
	Enrique Castillo
	Clotaine Chery
	Joacy Geston
	Vincenta Gilcruz
	Sinclair Maycock
	Sushila Shah

(continued on back)

Slide Show Tells MGH Story

"The MGH Story," a slide show featuring the hospital's past and present, will be presented in the Ether Dome as a main feature of the MGH's Bicentennial observance. The 20-minute program was prepared by John Erdmann, M.D., a cardiac surgeon, and Dale Wickberg, an audio-visual and communication specialist, with the assistance of the Photography Department under Stanley Bennett.

Six carousel slide projectors are used to fill three screens simultaneously. The show, which was funded entirely by outside benefactors, opens with a panoramic view of Boston spanning the three screens; the projectors then zoom in on an aerial view of the MGH.

For the remainder of the show, the viewer is conducted on a tour of the hospital with contrasting scenes of the present and the past. One sequence dramatizes the first public demonstration of ether. Early "ambulances" including a horse-drawn conveyance and a boat are shown. So is Dr. Paul Dudley White's original EKG machine, a device requiring the patient to sit with his limbs in buckets of salt water.

The show explores a number of medical and nonmedical areas in the hospital, depicting employees in many behind-the-scene activities of the MGH.

Working in his spare time, Dr. Erdmann began last November putting the slide together and was later joined by Mr. Wickberg.

Charles A. Sanders, M.D., General Director, and the Bicentennial Committee would like the employees to have the opportunity to

(continued on back)

RATE FREEZE (continued from page 1)

Dr. Charles A. Sanders, General Director, has urged employees to write to the Honorable George Keverian, Vice Chairman of the House Ways and Means Committee, State House, Rm. 247, Boston, Mass. 02133, and the Honorable David M. Bartley, Speaker of the House of Representatives, State House, Rm. 355, Boston, Mass. 02133, to protest the bill.

The state administration has used figures which purport to show that hospital charges have been running out of hand. Their figures, however, are based on a carefully selected nine-month period when medical costs were actually rising at a faster rate than the rest of the economy. A six-year period including the nine months cited by the administration shows that medical costs actually rose at about the same rate as the rest of the economy (see June 5 HOT LINE).

While in hardship cases the House bill claims to allow exceptions to the rate freeze, a number of persons studying the complete bill believe that the measure itself creates a hardship for hospitals, their patients, and their employees. For example, the hospital with the most efficient and cost-effective operation is the first to be hurt and the one which ultimately suffers most. In addition, the state continues to owe hospitals many millions of dollars for services provided years ago for Medicaid patients. The question has been raised as to whether, with this kind of track record, the state itself would do an equitable job of controlling hospital rates.

NEW IN TREADWELL LIBRARY

Charges for MEDLINE, a computerized literature search service, are changing from $8.50 per data base searched to a flat fee of $15.00 for each literature search, plus 10¢ a page for each page of off-line print. Costs for connecting our terminal to the data base have doubled. Charging actual costs for each search involves so many variables that a flat fee of $15.00 per literature search seems most equitable at this time.

SLIDE SHOW (continued from page 1)

view the production before it is opened to the general public. Shows for employees will be held on Wednesdays. Department heads interested should call the Special Projects office at ext. 2117 or 2118 for appointments.

TUITION AID REMINDER

Employees who received tuition aid for the winter quarter or spring semester of 1975 are reminded that they should present proof of completion as soon as they receive it. Bring it anytime from 8:00 a.m. to 4:30 p.m. to the Tuition Aid Office in the Personnel Department, Moseley 1--the same spot where you picked up your check.

NEW STAFF APPOINTMENTS

The Board of Trustees, upon the recommendation of the General Executive Committee, has made the following new staff appointments:

Dr. Nile L. Albright, Clinical Associate, Surgery

Joan E. Correll, Assistant in Physics, Radiology

Linda A. Deveau, Assistant in Physics, Radiology

PREP COURSES (continued from page 1)

Clinical Administration:	Edna Gayle Simone Jean-Pierre
Dietary:	Sheila Best Ruby Mark Marjorie Moraldo Oneta Thompson
Operating Rooms:	Essie Melton

The next Prep Program will begin in the fall Employees who are interested in attending should drop by the Tuition Aid Office, Personnel Department, Moseley 1, or call ext. 2230.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

JULY 17,1975

LONG STRUGGLE LIES AHEAD

Deficit Drops Again in May

For the second consecutive month, the hospital's large deficit decreased. The May tally revealed a $434,612 surplus, $100,000 more than April's surplus.

However, the MGH still faces a deficit of $1.4 million for the fiscal year beginning October 1. The largest deficit in the hospital's history was $2.1 million in March of this year.

"We have a long, hard struggle ahead of us," said Dr. Charles A. Sanders, General Director. "The next few months will be critical ones that will require the continuing efforts of employees."

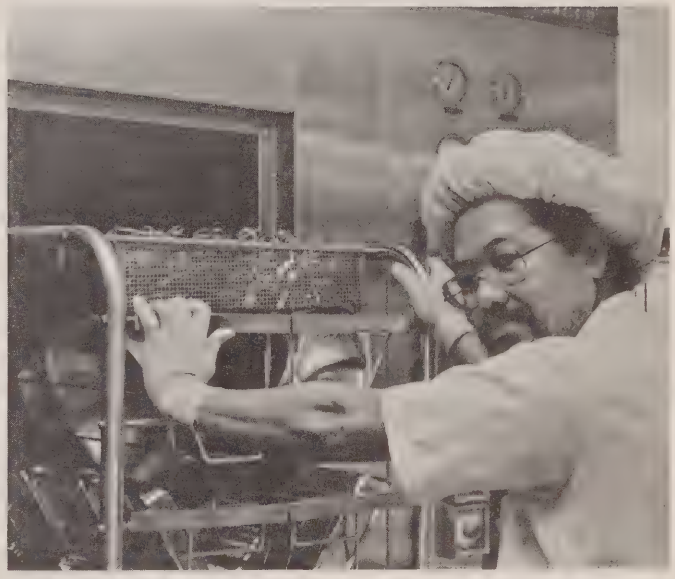
May's unusually high patient census, combined with hospitalwide efforts to cut spending, is believed to be a major factor in that month's surplus. In the summer, however, the census generally falls slightly.

"The most encouraging sign for the months ahead," Dr. Sanders said, "is that employees have continued to do everything possible to economize without compromising the quality of patient care."

Cautious use brought the overtime expenditure down to $104,000, slightly less than in April. The amount for supplies purchased, however, rose from $464,000 in April to $560,000 in May.

Joseph P. McCue, Director of Fiscal Affairs, stated that in the last few months many units have made a point of using up existing stock before ordering new supplies.

(continued on page 5)



Forty pounds of water pressure will clean up this equipment in no time in Central Surgical Supply. Ayoune Lum Cheong keeps the carts rolling.

SPOTLIGHT

Supplying the Front Lines

Tucked away on White 3A is a small factory.

Its raw materials are an endless flow of used and new surgical instruments, suction hoses, saline solution bottles, needles, and countless other patient-care items.

Its resources are conscientious personnel and high-quality equipment.

Its finished product is a neat surgical kit, refilled bottle, or wrapped dressing, all sterilized.

(continued on page 4)

COX CENTER ACTIVITIES

Two new Ambulatory Care Units have begun service in the Cox Center. The Medical Oncology Associates, including Drs. Robert W. Carey, Sheldon D. Kaufman, Rita M. Kelley, and W. Davies Sohier, Jr., started to see patients on Cox 2 on July 1. The Cox Ambulatory Services Unit (ASU), which includes all patients formerly served by the Tumor Clinic, began to see patients on July 14. Appointments to the Cox ASU should be made through extension 8660.

A limited amount of Radiation Therapy is being carried on in the Cox Lower Level. For the immediate future, all Radiation Medicine appointments should be arranged through extension 3080.

The following list of Cox Building telephone numbers is provided for your convenience. Future issues of the HOT LINE will carry additional telephone numbers as new activities begin.

Cox Activity	Location	Ext.
Information Desk	Cox 1 Lobby	8670
Patient Registration	Cox 1 Lobby	8640
Administrative Supervisor	Cox 1	8145
Radiation Medicine	Cox Lower Level	8650
Ambulatory Services		
Appointment Desk	Cox 1	8660
Nurses Station	Cox 1	8665
Medical Oncology Assoc.		
A. C. Aisenberg, M.D.	Jck 11	3677
R. W. Carey, M.D.	Cox 2	8695
S. D. Kaufman, M.D.	Cox 2	8689
R. M. Kelley, M.D.	Cox 2	8686
W. D. Sohier, Jr., M.D.	Cox 2	8692
Fellows Room	Cox 2	8683

Employees may view the Bicentennial slide show, "The MGH Story," in the Ether Dome every Wednesday at 11:15 a.m. Employees may also attend the 2:00 p.m. public showings on Tuesdays and Thursdays, space permitting. Arrangements should be made with your supervisor well enough in advance to provide coverage in your unit.

BLUE-CROSS RATE INCREASES

from the Personnel Department

Blue Cross, in renewing the contract for our employees' Group Health Insurance coverage for the year commencing July 1, 1975, has required a 40 percent increase in the premium rates for Blue Cross/Blue Shield/Master Medical coverage for both family and individual memberships.

This increase is a result of an analysis of claims paid for the MGH group for the past year and projected increased cost of both hospitalization and physician's services.

In February of 1974, the MGH made a commitment to provide totally free comprehensive health-insurance coverage to all permanent and full-time employees with six months' service who worked more than 20 hours per week. *We are pleased to announce that the MGH will continue to honor this commitment, even though the aforementioned rate increases may result in a substantial increase in the amount budgeted for employee health coverage for fiscal year 1975-1976.*

Also, since the premium increases are substantial, we have decided not to pass them on to employees who now pay the premiums. These are persons such as those who have worked at the MGH less than six months or under 20 hours a week. Only those who enrolled on or after June 30 or become ineligible for free coverage (because they work less than 20 hours a week, go on leave of absence, etc.) will be affected by the higher rates.

The MGH HOT LINE is published three times a month by and for the employees of the Massachusetts General Hospital, Boston.

Charles A. Sanders, M.D.
General Director
Martin S. Bander,
Deputy to the General Director
(News and Public Affairs)
Mary M. Hoffmann, *Editor*
Doris G. Schreckengaust, *Copy Editor*
June Hurwitz, *Typist*

TEACHING CARE OF THE CANCER PATIENT

Just over a year ago several MGH nurses met with others in the Boston area to pool their knowledge of a complex field of nursing--care of the cancer patient. Meeting once a month, they shared ideas about the role of the cancer nurse, the special needs of cancer patients, ways to increase patients' understanding of treatment, and methods of helping families and patients find both internal and external resources.

These topics became the heart of the first Symposium of the Massachusetts Cancer Nurses' Group held at Boston College on May 10. Entitled "The 3R's of Cancer Nursing--Responsibility, Rehabilitation, and Resources," the program attracted more than 250 area nurses.

Four MGH staff nurses presented topics at the Symposium. Barbara Farley, R.N., Nurse Clinician in the Tumor Clinic, gave the keynote address on the nurse as cancer-patient advocate. Workshop leaders were Marlyne Morrow, R.N., Supervisor of Nurses and Technicians in Radiation Medicine, speaking on radiation therapy; Genevieve Foley, R.N., Pediatric Nurse Clinician, on chemotherapy; and Suzanne Hudson, R.N., Nurse Clinician in Vincent, on nursing-care needs of the cancer patient.

Two head nurses, Inta Berzins, R.N., Tumor Clinic, and Judy Newell, Vincent, were active in planning the symposium. Other MGH nurses who attended were Ieva Broks, R.N., Tumor Clinic; Ena Chang, R.N., Radiation Medicine; Monica Corrigan, R.N., Children's Clinic; Frances Gibbons, R.N., Instructor, School of Nursing; Martha Kail, R.N., Radiology; Thaseata (Tassy) Philips, L.P.N., Bulfinch; Joanne Rizzo, R.N., Burnham; and from Vincent nursing, Barbara Powell, R.N., Martha Schaeffer, R.N., Brown Lee, R.N., and Mary Ellen Doherty, R.N.

A conservation tip from the Chromosome Laboratory: Cut your scrap paper into small squares and throw it into a box by the telephone. It's ideal for messages.

Marlyne Morrow, R.N., leads a workshop on radiation therapy at the first symposium of the Mass. Cancer Nurses' Group.

TREADWELL ACQUIRES BOOKS ON MANAGEMENT

Jacqueline Bastille, Director of the Treadwell Library, has announced the acquisition of a collection of books in the supervisory/management fields. The titles were selected by Ruth MacRobert, Director of Personnel, and Kathi Johnson, Education and Training Coordinator. They are on a special display, arranged by Toby Port, Librarian, in the main reading room next to the fireplace, where they can be seen until they are available for loan on July 25.

Eventually the books will be permanently housed in the small room next to the Index Room. You can view the collection, which includes both "classics" and newer titles in the supervisory/management fields, during regular Treadwell hours: Monday-Thursday from 10:00 a.m. to 9:00 p.m; Friday from 10:00 a.m. to 6:00 p.m; Saturday from 11:00 a.m. to 5:00 p.m; Sundays and holidays from 2:00 p.m. to 6:00 p.m.

Mollie Pearlstein, who heads inventory control, checks stock with James A. Willis, Director of Central Surgical Supply.

SUPPLYING THE FRONT LINES (continued from page 1)

The "factory" is Central Surgical Supply, the production arm of Materials Management. Every day it turns out 12,000 items.

"Nearly every patient who passes through the hospital doors gets something from Central Supply," said James A. Willis, Director of the unit for 21 years.

For 24 hours a day, seven days a week, the unit dispenses supplies that are both medical and surgical, both disposable and reusable. Central Supply stocks 1,296 different items. Each must always be ready for use; you can't "run out" of cardiac arrest sets.

The cycle begins when a cart rolls in loaded with plastic bins. Each bin carries a hodgepodge of equipment gathered from patient-care areas. In the Soil Receiving Area, employees carefully separate items and prepare them for cleaning.

Even the most stubborn spot or stain is quickly vanquished by Central Supply's powerful cleaning equipment. By cavitation, the use of high-frequency sound waves traveling through water, an ultrasonic cleaning machine removes soil that could never be reached by hand. A large, double-ended machine, the cart and utility washer, handles two 5'-high carts simultaneously, using 40 pounds of water pressure.

In 13 minutes the sparkling equipment rolls out into another room, the large assembly area. Here experienced hands assemble 40 different kits, from the basic E.W. suture to the cardiac catheterization sets, which contain more than 30 items. Miss Agnes Flaherty, who has been with the unit for 15 years, trains new employees and helps assure uniform standards in inspection, wrapping, and labeling.

Now the individual or packaged items are ready for the most crucial step--sterilization. Most material can withstand autoclaving, a 30-minute process using steam under pressure with temperatures of at least 270 degrees. Objects too fragile for the "pressure cooker" are sterilized by gas (ethylene oxide), an expensive and time-consuming method.

Do the five steam and gas autoclaves really

(continued on page 5)

Zonia Valerio assembles one of 40 different kits.

Last step, and a crucial one--sterilization. Charles Buffong loads the autoclave.

SUPPLYING THE FRONT LINES (continued from page 4)

do the job of killing all bacteria? Mr. Willis and his crew have three ways of checking. One is the thin strip on a tape used in wrapping items. After sterilization, it changes color. Another check is the graph outside that records the duration and degree of heat inside the chamber of the autoclaves.

But the real test comes when a "spor strip" contaminated with bacteria is placed inside a pack for a ride through the autoclaves. Afterwords it is sent to the bacteriology laboratory for a culture.

"I have never had a positive culture using steam," Mr. Willis said.

His concern for and pride in a good product is reflected in those working with him. Surrounded by files in a room apart from the bustle is Mrs. Mollie Pearlstein, in charge of inventory control. She is responsible for assuring an ample supply and minimizing total cost.

In the Surgical Dressing Preparation Room are several employees and often a volunteer who specialize in preparing the "factory's" fastest-moving product--bandages and dressings. Dealing with much larger objects are employees in the Appliance Room, located in the Phillips House basement. Headed by Percy Banks, the room supplies equipment for patient beds, such as water mattresses and trapezes.

"Our people care about what they do," Mr. Willis said. "They know we're not working with nuts and bolts, but with patients. What we do can affect a patient's health."

While he talks, the phone rings with a sudden demand for an emergency kit. People on the front lines of patient care depend on a prompt response. And Central Supply is always ready.

DEFICIT DROPS (continued from page 1)

May's figure indicates a need to restock items.

An unknown quantity in the hospital's struggle to balance its budget is a new state act regulating hospital charges. The law is a watered-down version of the one first proposed by the executive branch to freeze rates. The current act vests authority to review all charges and hospital budgets in the hands of the Massachusetts Rate Setting Commission.

On a recent radio appearance as a guest on WEEI's Bay State Forum, Dr. Sanders expressed concern with the likely effect of the act. Although it allows hospitals to file for higher charges to keep up with inflation, Dr. Sanders said, the law provides no additional mechanism to facilitate the hearing process if such charges are disapproved. As a result, he stated, the Rate Setting Commission might decide to turn down all rate-increase requests because of lack of time to hear adequately the requests of 180 different hospitals. In practice, the result could be a rigid rate freeze.

MEDIA NEWS

Three MGH physicians appeared recently in separate interviews on Channel 56's "New England Newscene." On June 10 FRANCIS C. LOWELL, M.D., physician, spoke on control of allergies. HARLEY A. HAYNES, M.D., dermatologist, discussed on June 16 the link between skin cancer and the decrease in ozone in the stratosphere that theoretically could result from flurocarbon gas in aerosol-spray cans. EVE E. SLATER, M.D., a cardiologist who in January will be Chief Resident in Medicine, was interviewed June 18. Her recent debut as a flute soloist with the Boston Pops Orchestra at the "MGH Night at the Pops" also resulted in a feature story in the Boston Globe and an interview on WBZ-TV's "Woman '75."

CHARLES A. SANDERS, M.D., General Director, appeared June 9 and 10 on WNAC-TV newscasts. He was interviewed by Channel 7 for a five-part series on the malpractice insurance crisis.

An MGH psychiatrist, ROSS J. BALDESSARINI, M.D., recently participated in "Diagnosis and Treatment of Depression--Part 2: Management," a television program made by the Network for Continuing Medical Education.

CBS-radio news in New York recently interviewed W. HARDY HENDREN, M.D., pediatric surgeon, on "undiversion," a new surgical procedure he developed for patients who have had urinary diversions. The procedure was featured in the May, 1975 MGH News.

"Psychoanalysis: A Personal View," an hour-long conversation between OLIVER COPE, M.D., surgeon, and Grete L. Bibring, M.D., psychoanalyst, was shown three times this month on Channel 2.

A WBCN interview with CAROL DEMER, Dietitian, was aired June 20 on the 6 o'clock news. She heads "Dial-a-Dietitian," a service of the Massachusetts Dietetic Association, in which dietitians volunteer their time to answer questions about nutrition from callers.

LONGEVITY

from the Dietary Department

Do you know that manufacturers talk about the "life-span of equipment? For instance, under rather constant use, a cash register is expected to last 5 to 10 years, a dishmachine 10 to 15, a heavy-duty oven 15 to 20 years.

You may recall that we had to replace the 35-year-old steam-jacketed kettles last year. Well, this year we must install a dishmachine.

Everyone has tried desperately to prolong the life of the big machine that services the cafeterias. The Maintenance Department was able to keep it in service five years beyond its anticipated replacement date. Now, for safety's sake, a new machine has been purchased with special funds. Putting it in place will take several days. *During that time, the cafeterias will convert to a totally disposable meal service system. Installation will begin on Monday morning, July 21.*

We appreciate your patience and understand

CANCER EDUCATION PROGRAM REACHES HUNDREDS OF EMPLOYEES

Over 480 women employees attended the program on uterine cancer sponsored by the Personnel Department. This was the second in a series of educational programs for employees. The first held in late January and early February dealt with breast cancer and the importance of the self-examination. Over 830 women attended this program.

Each of these programs emphasized the importance of early detection and encouraged employees to call Staff Clinic for follow-up services.

Employees who have ideas on program topics for the future are invited to call Ms. Kathi Johnson, Education and Training Coordinator, Personnel Department, ext. 2230.

William H. Harris, M.D.

DR. HARRIS NAMED HARVARD PROFESSOR

William H. Harris, M.D., has been appointed Clinical Professor of Orthopaedic Surgery at Harvard Medical School.

He is Chief of the Hip and Implant Surgery Unit of the Department of Orthopaedics at the MGH. He has held an appointment at Harvard since 1959, with the exception of one year (1960) when he was Senior Registrar at the Royal National Orthopaedic Hospital of the University of London, London, England.

Dr. Harris graduated from Mercerburg Academy, Mercerburg, Pennsylvania in 1944, Haverford College, Haverford, Pennsylvania in 1947, and in 1951 from the School of Medicine of the University of Pennsylvania, Philadelphia, Pennsylvania.

RETIREMENTS

The hospital wishes good health and happiness to the following members of the MGH family, who retired on July 1:

Margaret Spund, Chemistry Laboratory, [illegible]7 years, 5 months.

Beatrice W. Batten, Resources and Development, 10 years, 8 months.

PEOPLE

Available now in the Treadwell Library is Plaster Casting, a new book by PHILIP I. SALIB, M.D., Clinical Associate in Orthopaedic Surgery, with a foreword by Otto E. Aufranc, M.D., former Chief of the Department of Orthopaedics. Written for residents, medical students, technicians, and nurses, the book gives practical instruction on the technique of plaster casting.

* * *

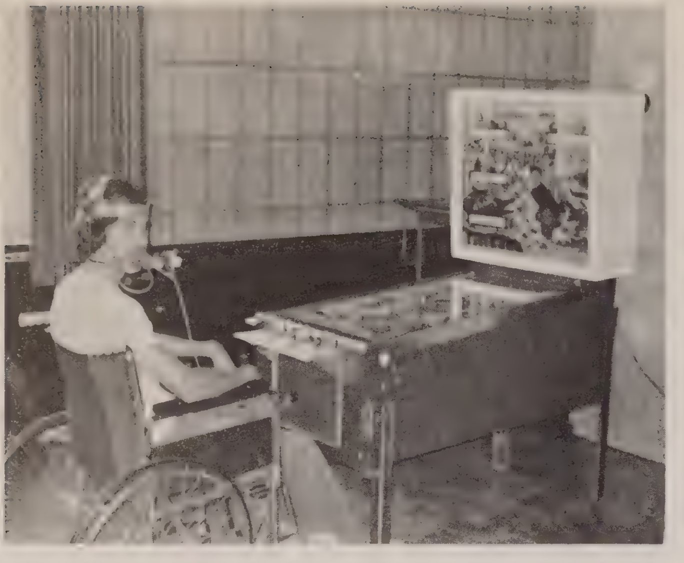
If your job ends at 11 p.m., gathering after hours to relax with fellow workers is hardly practical. But MARY BERBAUM, Unit Secretary on White 10, thought the evening secretaries throughout the hospital should have a chance to get to know each other. Would anyone come to a good old-fashioned Saturday-evening dinner dance, she wondered? She went ahead and planned an event with all the trimmings at the Holiday Inn in Somerville. Sure enough, 21 people attended and discovered a delightful way of getting acquainted.

* * *

This summer two visiting chaplains are serving as supervisors in the MGH School of Pastoral Care. They are JEANNE SPROAT of Mt. Auburn Hospital and BRUCE NOYES of Long Island Hospital. Chaplain Sproat, an Episcopal nun of the Order of St. Anne, was recently ordained to the Diaconate of the Episcopal church. She served a two-year residency at the University of Michigan Medical Center and is now establishing a chaplaincy service at Mt. Auburn.

Chaplain Noyes, a specialist in alcoholism, recently received a federal grant to produce a continuing education program for work with alcoholics. This is his second summer at the MGH. His work here will help him establish a center for Clinical Pastoral Education at Long Island Hospital.

There is a record number of students--27--attending the MGH School of Pastoral Care this summer.



Tom Wolf demonstrates his prize-winning invention.

PATIENT DESIGNS CHIN-CONTROLLED PINBALL MACHINE

For Thomas Wolf, a former White-9 patient, the first assignment in an engineering class at Northeastern was an ideal challenge: design a recreational device for the handicapped.

Mr. Wolf recalled some tedious moments during his six months' recuperation from a spinal-cord injury in 1972. An avid pinball player, he decided to devise a way for quadriplegics to play the game.

He worked on the project with another student, Gerard Riley. Robert Jones International, a vending machine company, donated a $200 pinball machine. The students designed an ingenious set of controls that can be operated in three ways: in the usual method, by a person with limited hand movement, or by a quadriplegic moving only his chin.

The project won first prize in a contest at Northeastern and was entered in a national competition held by the American Society of Engineering Education at Colorado State University in Fort Collins. It took second place among 39 entries. Moreover, it attracted attention from a company which may put it on the market.

Although Mr. Wolf has regained use of his limbs, he is still a pinball pro without having to use them.

"When I use the chin control, I can beat just about anyone who is using his hands," he said.

New House Officers and their spouses were greeted by many long-term staff members as well as by Dr. Charles A. Sanders, General Director, who sponsored the welcome party July 9 on the Bulfinch lawn. A box lunch, drinks, and sunshine encouraged conviviality.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

JULY 24, 1975

FOURTEEN INTERNS BECOME DIETITIANS

On June 27, Dr. Charles A. Sanders, General Director, presented certificates to 14 Dietetic Interns on the completion of their 12-month postgraduate program. Families and friends congratulated the graduate dietitians at a Walcott House reception.

The graduates' future plans are varied. Janice Anderson will reside in Washington, D.C.; Joann Augsburger has accepted an appointment to the Dietary Staff at Barnes Hospital, St. Louis, Missouri; Carolyn

(continued on page 2)

A BELL EXPOSES COSTLY AFFAIR

The secret's out. MGH employees are having a love affair with 188, a WATS line. With wild abandon they are dialing 188 for local calls, when "9" should be used.

The exposé came in last month's telephone bill, which revealed 73 hours of WATS trunk time used unnecessarily. And the cost of this peccadillo? $650.

But doesn't WATS save money? Yes, when you are dialing outside the local area. Towns within the local area are listed on page 4 of your MGH telephone directory.

Here is a cost comparison based on a six-minute conversation:

1-message unit area, dialed "9" (see page 4)	16 1/2¢ (per call)
2-message unit area, dialed "9" (see page 4)	24 3/4¢ (per call)
3-message unit area, dialed "9" (see page 4)	49 1/2¢ (per call)
All areas above, incorrectly dialed WATS	90¢ or more (per call)

MISS MACDONALD ELECTED TO NURSING ACADEMY

Mary E. Macdonald, R.N., Director of the Department of Nursing, was recently elected to the American Academy of Nursing. Election to the Academy is one of the highest honors awarded to a nurse. Among the criteria for selection are evidence of, and potential for, outstanding contributions to nursing.

Miss Macdonald joined the MGH in 1967 and became Director of the Department of Nursing one year later. She is a graduate of Emmanuel College, Boston, the MGH School of Nursing, and the Teachers College of Columbia University, where she received a master's degree. She is a doctoral candidate at the Graduate School of Arts and Sciences, Boston College.

Before coming to the MGH she was Associate Dean and Professor of Nursing Education at the University of Massachusetts School of Nursing.

She is a researcher and author for numerous professional publications and a consultant to many schools of nursing.

WORSHIP SERVICES FOR PATIENTS

Protestant worship services will be held on Wednesday evening, August 6 and 20, 7:00-7:30 p.m., in the chapel for patients, their families and friends. The interdenominational services are conducted by clergy and lay volunteers from Kings Chapel and The Church of the Advent in Boston. Assisting from the MGH are the Volunteer Department and the Department of Pastoral Services.

Patients wishing a volunteer escort to the chapel services should call ext. 2288 or 2289.

FOURTEEN INTERNS BECOME DIETITIANS

(continued from page 1)

Crimmens will stay at the MGH on Surgical Service; Kathleen Daly will locate in South Bend, Indiana; Kristy Hendricks begins her MGH appointment on an Administrative Service in the Baker Memorial Kitchen; Rhanda Jarudi will return to Beirut, Lebanon; and Helen Meyer will be at the Carney Hospital, Dorchester.

Jean Milton is attending graduate school at the University of North Carolina, Chapel Hill; Heather Petterson will work at the Veterans Administration Hospital in Minneapolis; Linda Piette will be a Nutrition Specialist with the First National Stores in Somerville; Jean Ryan will be in charge of the Dietary Department at St. John of God Hospital, Brighton; Carol Schlaman is doing a summer relief at the Clinical Research Center at M.I.T.; Pamela Swan starts her staff duty this month at the N.I.H. in Bethesda, Maryland; and Joan Werner goes to the Westchester Hospital, Vallhalla, New York. We wish them a bright and happy future.

NEW STAFF APPOINTMENTS

The Board of Trustees, upon the recommendation of the General Executive Committee, has made the following new staff appointments:

Dr. Vincent S-T Cheng, Assistant in Radiation Medicine

Dr. Robert M. Hoffman, Assistant in Genetics, Children's Service

Dr. Charles G. Huizenga, Clinical Assistant, Pathology

Dr. Dorothy H. Kelly, Assistant in Pediatrics

Dr. J. Scott Rutan, Jr., Clinical Assistant in Psychology, Psychiatry

Dr. Michael V. Sobel, Clinical Associate, Medicine

Dr. Louis Weinstein, Board of Consultation, Medicine

PEOPLE

GRANT V. RODKEY, M.D., Visiting Surgeon, was elected to the Board of Directors of t National Association of Blue Shield Plans. He is currently chairman of the Board of Directors of Blue Shield of Massachusetts. In the new position, he is responsible for liaison between the national association and the five New England Blue Shield plans.

Dr. Rodkey is President of the Suffolk District Medical Society, a director of the Bay State Professional Standards Review Organization, and a director of the Bay State Health Care Foundation, Inc.

At Harvard Medical School he is Associate Clinical Professor of Surgery and also a tutor in medical sciences.

* * *

The Society of Nuclear Medicine presented the Paul C. Aebersold Award to GORDON L. BROWNELL, PH.D., at its recent annual meeting in Philadelphia. This award is given for outstanding achievement in basic science applied to nuclear medicine. Dr. Brownell is Director of the Physics Resear Laboratory at the MGH and Professor of Nuclear Engineering at MIT.

* * *

STEPHEN M. KRANE, M.D., presented the William Beaumont Visiting Professor lecture at the Jewish Hospital of St. Louis in St. Louis, Missouri, in May. He heads the Arthritis Unit at the MGH and is Professor of Medicine at Harvard Medical School.

TUITION AID, FINAL REMINDER: Proof of completion is needed for all courses taken this past school year. Bring your record to the Tuition Aid Office, Moseley 1.

NEW TAXI STAND: A four-cab taxi stand has been inaugurated on Blossom Street in front of the Cox Center to relieve congestion at the entrance of the White Building.

1-640

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

JULY 31, 1975

New Life Insurance Plan

The MGH is offering employees an opportunity to purchase voluntary life insurance to supplement the free employee life insurance now provided by the hospital. The plan will be underwritten by Boston Mutual Life Insurance Company.

Advantages of the new plan include the following:

- Units available from $5,000 to $250,000; the amount of insurance to be determined by the employee.
- Attractive low rates through payroll deductions--as little as 28¢ a week at age 35 for $5,000 of insurance.
- The policy remains in force at the same rates even if employee terminates, as long as premiums are paid.
- The policy is convertible, at the employee's option, to any cash value type of policy offered by Boston Mutual Life Insurance Company.

Further information and enrollment procedure will be outlined in an upcoming HOT LINE. Applications for enrollment will be distributed to weekly paid employees with their paychecks on August 21 or 28; monthly paid employees with their paychecks of August 29.

A PENNY SAVED...

Think about it: Every local call you dial costs the hospital a minimum of 8 1/4¢!

Free High School Program

from the Personnel Department

Once again the John Hancock Mutual Life Insurance Company is offering a Prep Program, free of charge, to people who have never had the opportunity to complete their high school education. As you probably know, many MGH employees have taken advantage of this unique opportunity. The program provides the following:

- High school courses to help people qualify for a high school equivalency certificate.
- Training in job skills, such as typing and the use of office machines.
- Basic education courses in reading, arithmetic, and language arts, including English as a second language.
- Preparation for G.E.D. (General Education Development) Tests.
- Academic guidance and counseling.

At the time a student goes to register, he or she talks with a counselor and is tested to determine which courses are appropriate. Courses meet two evenings a week between 6:15 and 9:15 on Tuesdays and Thursdays. The courses are taught by certified teachers from the Boston area and last fifteen weeks.

The Prep Program fall registration dates are August 19, 21, 26, and 28. Registration takes place in the Dorothy Quincy Suite of the John Hancock Building on Berkeley Street from 5-8 p.m. Employees interested in enrolling this fall should register at the earliest possible date. If you have questions, call Kathi Johnson, Edcuation and Training Coordinator, ext. 2230.

NEW STAFF APPOINTMENTS

The Board of Trustees, upon the recommendation of the General Executive Committee, has made the following new staff appointments:

Dr. Robert H. Ackerman, Clinical Assistant Neurology

Dr. John H. Chaglassian, Clinical Associate, Orthopaedic Surgery

Dr. Suzanne H. Corkin, Consultant in Psychology, Neurosurgery

Dr. James E. Groves, Clinical Assistant, Psychiatry

Dr. Daniel G. Heller, Assistant in Pediatrics

Dr. Niall M. Heney, Assistant in Urology

Dr. Rowen M. Hochstedler, Clinical Associate, Psychiatry

Dr. David Irwin, Assistant Biochemist, Surgery

Dr. Neil R. Johnson, Clinical Associate, Psychiatry

Dr. Robert A. Lew, Assistant in Biostatistics, Dermatology

Dr. Michael C. Long, Assistant in Anesthesia

Dr. Theo Manschreck, Clinical Assistant, Psychiatry

Dr. Janice E. Milligan, Clinical Associate, Children's Service

Dr. Marguerite E. Murray, Assistant in Psychology, Psychiatry

Dr. Robert C. Schneider, Assistant in Anesthesia

Dr. Mary D. Scott, Assistant in Pediatrics

Dr. William W. Southmayd, Assistant in Orthopaedic Surgery

Dr. Rege S. Stewart, Clinical Assistant, Psychiatry

Dr. Richard B. Swett, Assistant in Orthopaedic Surgery

Dr. Lewis Tanenbaum, Assistant in Dermatology

Dr. Lee R. Wales, Assistant in Radiology

PEOPLE

DAVID SCARBEAU, Director of the Laboratory of Industrial Engineering, has been appointed to the Board of Directors of the Boston Chapter of the American Institute of Industrial Engineers.

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The work of ISABELLA TIGHE, Patient Care Representative, was featured July 1 on WBZ-TV's "Woman '75." While she discussed her role, the camera showed her talking with a patient and with JAMES A. VACCARINO hospital attorney. SUSANNE L. LEARMONTH, M.D., anesthesiologist, was also shown with a patient, and CHARLES A. SANDERS, M.D., General Director, was interviewed.

SAFETY AND YOU: FIRE DOORS

Fire doors are located at major intersections in the hospital. An example is the doors on each floor between the White and Gray Buildings.

They are for your protection.

The doors are held open magnetically until a fire alarm sounds. Then the magnet releases, closing the door and sealing off a corridor to prevent spread of smoke and flames.

Fire doors should NEVER be propped open or blocked in any way.

If you see doors which are blocked, please (1) remove the obstruction, and (2) report it to the Safety Officer, ext. 2425, immediately.

The MGH Hot Line
BOSTON, MASSACHUSETTS
NEWS OFFICE, GRAY 12 (2206)
AUGUST 14, 1975

Bowlers Windup in Style

Many awards, a few surprises, and exuberant spirits marked the peak of the season for the MGH Bowling League on Saturday, June 7, at the annual awards banquet.

In the early afternoon enthusiastic leaguers began arriving at the Sheraton Rolling Green in Andover for golf, tennis, swimming, sunning, and celebrating. Following the dinner at 6:30 p.m., the bowlers danced to the music of "Family Affair."
(continued on page 6)

Bowling champs, the "Orioles," are, front row from left, Barbara Sterling and James Callahan; second row, Dan Caufield and Robert Tillot; top, Marianne Bower.

Bicentennial Exhibits Deck Gray-Jackson Walls

The first of the MGH Bicentennial wall exhibits now adorns a segment of the corridor between the Gray and Jackson Tower lobbies.

Adjacent to the Gray Lobby is the Bicentennial index exhibit. Mounted on a background of deep blue, the MGH color, it contains seven panels illustrating 24 of the hospital's major contributions to medicine. These begin with the first public demonstration of general anesthesia in 1846 and end with the use of a balloon pump in 1968 to support patients in heart failure.

In considering the numerous suggestions for index items, the Bicentennial Committee weighed a number of factors. Many highly significant contributions had to be omitted for a variety of reasons, including the element of interest to and understanding by the general public.

Designed by Paul Andriesse of the Medical Art Department, the index exhibit was originated by a Bicentennial subcommittee headed by Dr. W. Hardy Hendren III. Most of the photographs were the work of Stanley Bennett and the Photography Laboratory which he heads.

The second wall exhibit hung in the Gray-Jackson corridor shows the history of radiology at the MGH. From its beginning here, only months after the discovery of the X ray in Germany, the four panels take the viewer up to the modern era of highly sophisticated, highly expensive equipment. The contrast demonstrates graphically one of the many reasons why medical care in a modern teaching hospital now costs so much.
(continued on page 8)

SPOTLIGHT: PLUMBING SHOP

Miles and Miles of Pipes

"Someday I'd like to go around and measure the pipes in this hospital," said John Kwitkor, Foreman of the Plumbing Shop. "We have miles."

Hidden behind walls and ceilings is a jungle of pipes. Copper, brass, and steel pipes. Cast iron and corrosion iron (acid resistant) pipes. Block tin and aluminum pipes. Plastic, and even glass, pipes.

For what? As in most homes, for hot and cold water, steam, and gas. But in the hospital, pipes also carry chilled water, distilled water, compressed air, nitrogen, and nitrous oxide. There are sewage and drain lines, lines for fire sprinklers and for air conditioning. There are suction and oxygen pipes--lifelines for patients.

The 18 men of the Plumbing Shop have to know which pipes carry what, where they are, and how to get to them. When a plumber calls in from the Baker Building about an elusive leak, Mr. Kwitkor says, "There's a pipe running on the other side of the wall. Did you check that?"

Does Mr. Kwitkor have X-ray vision?

"After 24 years here, I have a pretty good idea where things are," he explained.

While he and another long-timer, John Cavallaro, Assistant Foreman, do the troubleshooting, Leo Maggiotto answers the 45-50 calls that come into the shop daily. There's a clog in a lab drain. Experiment interrupted. A Building Service Aide can't fill his bucket because his closet's hose is faulty. Cleaning delayed. Every caller needs a plumber "right away!"

But daily "jobbing" is only part of the work. Plumbing involves maintenance of the vast heat and water distribution system. It also demands careful planning for remodeling and construction jobs.

"We have to file a permit with City Hall for any new job," Mr. Kwitkor said, reaching for a thick book entitled Massachusetts State Plumbing Code. "This is our Bible. It tells us exactly what we can and can't do."

But plumbing can also challenge the imagination. In 1954 Mr. Kwitkor converted an old-fashioned overhead tank toilet into an experimental heart pump for the Department of Surgery.

(continued on page 3)

James Gouthro, left, and Hyman Goren work quickly to find a leak in the White subbasement.

The MGH HOT LINE is published three times a month by and for the employees of the Massachusetts General Hospital, Boston.

Charles A. Sanders, M.D.
General Director
Martin S. Bander,
Deputy to the General Director
(News and Public Affairs)
Mary M. Hoffmann, *Editor*
Doris G. Schreckengaust, *Copy Editor*
June Hurwitz, *Typist*

There's nothing permanent about pipes. These will be moved as the Tumor Clinic is remodeled. From left, John Kwitkor, Foreman, looks on as Louis Schuman and Robert McLean strip off the insulation.

PLUMBING SHOP (continued from page 2)

"The thing worked," Mr. Kwitkor said, still slightly amazed.

For each triumph, there are many frustrations. Calls come in the middle of night reporting a burst pipe and flooding. This summer brought a battle against slumping water pressure.

"We are located at the end of the city's water main," Mr. Kwitkor explained. "In the winter we have enough water pressure--50 or 60 pounds. But in the summer it goes as low as 28 pounds."

One pound of pressure lifts water two feet. Most buildings, of course, are higher than 56 feet. Booster pumps supply floors above the sixth in several MGH buildings. But in the summer, those floors in between are in a precarious position. (A proposed remedy awaits City of Boston approval.)

Besides water, steam is the most commonly piped substance in the hospital. Used for heating, air conditioning, and autoclaving, steam also does such odd jobs as heating water for the bedpan washers on patient floors.

But steam is expensive. (Last year we paid Edison about $164,000 a month for steam; this year, $260,000.) And steam is tricky to control. Being under pressure, it likes to escape wherever it can. Tracking down wastage are two steamfitters, Richard Braga and Edward Souza, assigned year-round to check the hospital's 1,165 steam traps.

There are two master plumbers, seven journeymen, five apprentices, two steamfitters, and two handymen in the Plumbing Shop. It's a good place to learn the trade, if you're energetic.

"We have no slack season here," Mr. Kwitkor said.

SOFTBALL TEAM HOLDS TOP SPOT: CHAMPIONSHIP PLAYOFFS THIS MONTH

With only a brief fall from glory, the MGH softball team took first place in Division One of the Boston Hospital Softball League this season. Championship playoffs are being held this month.

The record was impressive: 15 wins and 3 losses. Opponents scored a total of only six runs against the MGH's powerful defense. Carney wound up second in the division, Deaconess third, and Boston City Hospital fourth. These four will enter playoffs. The victor will then meet the winner of Division Two, possibly Peter Bent Brigham, which holds first place, or St. Elizabeth's.

Last year, the MGH won both the first place title and the league championship. And the team will fight hard to do it again, predict coaches Al Fiore, Pharmacy, and Mark Mohan, Blood Bank.

Boosters are urged to cheer on their team at playoffs. Since the schedule was unknown at press time for the HOT LINE, employees should watch for signs posted in the lobbies.

New Life Insurance Available September 1

Dr. Charles A. Sanders, General Director, is pleased to announce that, after a careful study of various proposals, arrangements are now complete for employees to purchase term life insurance at attractive rates to supplement the present free life insurance provided by the hospital.

The current life insurance program, paid for entirely by the hospital, pays 50% of a full year's salary to eligible employees with up to ten years of service; 75% of a full year's salary for eligible employees with ten to twenty years of service; and 100% of a full year's salary for eligible employees with over twenty years of service. (See employee handbook section on life insurance for further details.)

The new term life offering will be completely voluntary, at the option of the employee. Features of the new plan include the following:

- Premiums are paid by payroll deductions.
- You may tailormake your own plan--choose as little as $5,000 or up to $250,000.
- The policy remains in force at the same rates if you terminate employment at the MGH as long as you continue to pay the premiums.
- The policy is convertible at any time, at the employee's option, to any cash value type of policy offered by Boston Mutual Life Insurance Company.
- The premiums will be waived in the case of disability occurring before age sixty.

Some specific examples of cost and coverage are:

	Amount of Coverage	Weekly Cost	Monthly Cost
Age 29	$10,000	$ .40	$ 1.70
Age 35	$30,000	$1.68	$ 7.26
Age 40	$50,000	$3.90	$16.90
Age 50	$30,000	$5.40	$23.52

To be eligible an employee must simply receive a regular paycheck of sufficient amount to allow for a regular payroll deduction, must be under the age of sixty-five, and must meet the insurance company's health requirements.

The insurance company reserves the right to request a physical examination when the applicant's health so indicates and in all cases when insurance is selected in excess of $20,000 if under age 40, or $10,000 if over age 40.

Upon acceptance, the employee will receive the policy from the insurance company. If rejected, the employee will be so notified directly by the insurance company.

Employees who are interested in enrolling may do so with an insurance company representative who will be located in the brick corridor between the White Lobby and the Moseley Building on:

Thursday and Friday	August 21, 22	7:30 A.M. - 3:30 P.M.
Saturday	August 23	10:00 A.M. - Noon
Monday, Tuesday, Wednesday	August 25, 26, 27	7:30 A.M. - 3:30 P.M.
Tuesday - Friday	September 2-5	7:30 A.M. - 3:30 P.M.

After September 5, an application form and general information may be obtained from the Personnel Services office for weekly paid employees and from Mr. Bill Wall for monthly paid employees. Any specific questions relating to individual insurance needs should be directed to the insurance company representative, Mr. Harvey Crosby, who will be on the premises according to the above schedule. He can also be reached by telephone at 423-3410, extension 124 or 134.

The initial enrollment period will extend through October 1, although an employee may enroll at any time thereafter.

Full information about the plan will be included in a payroll distribution for weekly employees on August 21 or August 28, and monthly employees on August 29.

BOB BURROUGHS OFFERS TO TALK WITH PATIENTS AND STAFF

Robert H. (Bob) Burroughs is volunteering in his spare time to talk with any patients who have long-term limitations or with the nurses, students, or physicians involved in their care.

An employee of the Dispatch Department, Bob has overcome the limitations of cerebral palsy to become independent and active. He would like to give support and practical suggestions to others.

SEVEN-YEAR-OLD GRANDSON RECEIVES MGH PENSION BENEFITS

Because of his grandmother's farsightedness, a seven-year-old boy will receive a monthly pension payment for the next 20 years.

The grandmother was an MGH employee. She had signed an MGH pension option form naming her grandson the pension beneficiary in case she died before retirement. She died this spring.

Have you signed a pension option? All employees with ten or more years of continuous service are urged to investigate this opportunity. If an employee does not sign the option and dies before retirement, no one will receive any part of that pension.

For further information, employees on the weekly payroll should call Personnel Services, ext. 2212. Employees on the monthly payroll should contact William Wall, ext. 8133.

GEORGE A. HOLLY, left, receives farewell wishes from Howard W. Rath, Director of Building Service, at the Walcott House where friends gathered July 11 to honor him on his retirement.

Mr. Holly joined the MGH in 1954 as an aide in Baker Nursing, where he is remembered for his thoughtfulness toward patients. The same touch carried over to his service as a Building Service Foreman in 1963, when he became supervisor of the dormitories. Well-liked by co-workers and dorm residents, he had a strong personal involvement in his work.

WORSHIP SERVICES FOR PATIENTS

Protestant worship services will be held on Wednesday evening, August 20 and September 3, 7:00-7:30 p.m., in the chapel for patients, their families, and friends.

Patients wishing a volunteer escort to the chapel should call ext. 2288 or 2289.

BOWLING BANQUET (continued from page 1)

Guests from the Administration were Mr. Edmund R. Mattos, Assistant Director, and Mr. Gilbert J. Nessolini, Director of Special Services, and his wife. The high point for many came when Mr. Mattos presented the gifts and trophies.

The champions of the league this year are the Orioles, captained by Dan Caufield of the Electric Shop. The team includes Marianne (Mary Lou) Bower, Private Accounts; James (Jimmy) Callahan, Electric Shop; Barbara Sterling, Utilization Review Office; and Robert (Bobby) Tillot, Electric Shop. Each received a handsome gift.

The "roll-off champs," or second-place winners, were the Celtics. Receiving trophies were George Terzides, Carpenter Shop (Captain); Evelyn Basso, Neuropathology; Roberta Clayman, Dispatch; Loukas Koutsamanis, Paint Shop; and Chris Tiglianides, Locksmith, Carpenter Shop.

The following won individual awards:

High Average
Men - Dan Caufield, Electric Shop, 108
Women - Evelyn Basso, Neuropathology, 95

High Triple (highest in three consecutive strings)
Men - Joe Blanchard, Purchasing, 384
Women - Barbara Sterling, Utilization Review Office, 327

High Single (highest in one string)
Men - Jack Siteman, Building Service, 147
Women - Mary Lou Bower, Private Accounts, 128

Several new trophies, donated by Bowl-Haven Alleys of Cambridge, brought a special surprise to six players. Three went to women whose averages showed the most improvement. They were Susan Burns, Unit Secretary, White 6; Ruth McLean, Patient Accounts; and Beverly Thoren, Central Nursing.

Catherine McHugh, Award-winner

Three loyal "spares," or substitute players, won awards for faithful attendance, especially under unusual circumstances. Lowell Wright, Electric Shop, missed only one Wednesday of the season's thirty-three. Catherine McHugh, a recent retiree who traveled by train from Salem, missed only six evenings. Harry Gosselin, Foreman of the Metal Shop, also missed only six evenings in spite of illness.

Among those who made the banquet a success were the 1974-75 officers: Joe Stukas (Pathology), President; John Cavallaro (Plumbing Shop), Vice-President; Richard Therberge (Clinics Administration), Treasurer; and Susan Burns (Unit Secretary, White 6), Secretary.

Interhospital League

Through the efforts of Dan Caufield and Joe Blanchard, the Interhospital League got off the ground this year, and the MGH men's team brought home the first trophy. Held on May 12, 13, and 14 at Bowl-Haven Alleys in Cambridge, the competition included four hospitals besides the MGH: Faulkner, New England Deaconess, Peter Bent Brigham, and the Lahey Clinic.

Members of the winning MGH team were Joe Blanchard, Purchasing; Dan Caufield, Electric Shop; Mal McLean, Electric Shop; Loukas Koutsamanis, Paint Shop; Jack Siteman, Building Service; George Terzides, Carpenter Shop; and Bobby Tillot, Electric Shop.

Our women's team came in third, with Lahey Clinic women taking first place. The MGH team included Evelyn Basso, Neuropathology; Pat Beckles, Burnham Nursing; Mary Lou Bower, Private Accounts; Rosemary Holohan, Phillips House Nursing, and Barbara Sterling, Utilization Review Office.

DRS. WEBSTER AND BURKE NAMED HARVARD PROFESSORS

Two MGH staff members were recently appointed professors at Harvard Medical School.

John F. Burke, M.D., surgeon, Chief of the Shriners Burns Institute, and head of the MGH Burn Unit, was named Professor of Surgery at Harvard Medical School.

Edward W. Webster, Ph.D., physicist in the Department of Radiology, was appointed Professor of Radiology (Physics).

Dr. Webster is well known for his development of imaging systems, particularly using television, for fluoroscopic examinations. He has also pioneered in the design of X-ray shielding devices.

Since 1962 he has been the hospital's Radiation Safety Officer and since 1965, Chairman of the Committee on Isotopes. Hundreds of physicians have taken his popular course on radioisotopes.

Dr. Webster received his Ph.D. degree from the University of London, London, England. He left his native country in 1949 to do research in his first area of interest, radiotherapy, at M.I.T. In 1953 he joined the MGH. (continued above)

His many professional activities include membership on the National Council on Radiation Protection and on the Atomic Energy Commission's Advisory Committee on Medical Uses of Radioisotopes.

* * *

Dr. Burke has been associated with the MGH since 1951, when he was a surgical intern. When the Shriners Burns Institute opened in 1968, he was its first Chief of Surgery. He became Chief of Staff there a year later.

Under his guidance the institute has pioneered in techniques of infection control and skin transplantation in treating severely burned children.

He is a graduate of the University of Illinois and of Harvard Medical School. In 1955 he was a Moseley Traveling Fellow at Harvard Medical School and a Research Fellow at the Lister Institute of Preventive Medicine, London, England. He is a member of numerous national and international professional organizations and a founding member of the American Trauma Society.

REMINDER: Foreign language interpreters can be reached by calling ext. 2093.

John Matheson's jovial spirits were in full force at his retirement party July 31 in the Chalet. Here he is flanked by William L. Clemmons, left, Director of Maintenance and Engineering, and John Kwitkor, right, Foreman of the Plumbing Shop.

An employee of Maintenance since 1959, Mr. Matheson could be seen each morning in the Operating Rooms checking the autoclaves, drains, and other plumbing. Co-workers say his age is a secret, but he stays young by keeping an eye out for the ladies and, when inspired, reciting poetry from his Nova Scotian heritage.

GERTRUDE DEVINE

S. Gertrude Devine, an MGH employee for 48 years, died July 31, at the hospital after a brief and sudden illness. She was 65.

A woman of great warmth and thoughtfulness, Miss Devine had a joyful spirit that reached many corners of the hospital. She was widely known and loved here.

She joined the MGH as a secretary when she was 16. A skilled and dedicated worker, she was secretary to Dr. Joseph Lichty, Assistant Director, until his departure from the MGH in 1949. She then became secretary to Dr. Ellsworth T. Neumann, Administrator, until 1973, when he left the hospital. Following her retirement in September, 1974, she worked here frequently and was also a regular volunteer.

When Miss Devine retired, Evlynne MacMaster, Secretary to Mr. Martin, wrote in the October 31, 1974 HOT LINE, "Gert will always be remembered for her gay spirit, sincere warmth, and friendliness to everyone. ...Gert was one of those dedicated people who entered MGH's portals for the first time as an employee while still a very young teenager. But then, she was always young."

BICENTENNIAL (continued from page 1)

Dr. Jack Dreyfuss of the Radiology Department headed the Bicentennial subcommittee responsible for the exhibit. Using photographs taken largely by Mr. Bennett and his team, Mr. Andriesse artfully mounted the attractive panels contrasting dark and light brown tones.

One striking depiction of the radiology panels is the contribution of the hospital's pioneering radiologist, Dr. Walter J. Dodd.

When he began experimenting with X rays in 1896, Dr. Dodd was the hospital photographer. Only later did he become a physician. Since nothing was known in those days about the hazards of X ray, Dr. Dodd literally gave life and limb to the infant science. He required limb amputation and later died from the effects of radiation. Through the martrydom of pioneers like Dodd, the safety precautions in use today were gradually implemented.

Both new exhibits were paid for entirely with funds donated by the same anonymous donor whose generous Bicentennial contribution made possible the Ether Dome slide show and a scale model in the Gray Lobby depicting the hospital in its early years.

SCHULTZ NAMED TO ADMINISTRATIVE POST

Thomas W. Schultz has been named Assistant Director of Administrative Services by Charles A. Sanders, M.D., General Director.

Mr. Schultz recently completed the two-year Administrative Fellowship program at the MGH, working in the departments of Clinical Administration, Accounting, Nursing, Industrial Engineering, Legal Affairs, and Ambulatory Care Planning.

A native of Naperville, Illinois, he graduated magna cum laude with a B.A. in Accounting from the College of St. Thomas, St. Paul, Minnesota.

He received a master's degree in Hospital Administration from Duke University, Durham, North Carolina. His graduate work included a rotating administrative residency in four hospitals in North Carolina. He was also selected to participate in the Organization of the British National Health Service Course for American Students sponsored by the King's Fund College of Hospital Management, London, England.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206) AUGUST 21, 1975

BOWLING LEAGUE SEEKS NEW MEMBERS

Bowling has become such a popular sport for MGH employees that the league is planning a major expansion. They hope to add six new teams this season, jumping from 12 to 18.

The first bowling evening is Wednesday, September 3, 5:30-7:30 p.m., at Bowl Haven Alleys on Austin Street near Central Square in Cambridge, Prospective members should contact Mal McLean, Electric Shop, ext. 2415; or Joe Stukas, Pathology, ext. 2976.

Everyone is welcome!

New officers for the 1975-76 season are Joe Stukas (Pathology), President; Norman (Skip) Simard (Operating Engineers), Vice-President; Rose Marie Stukas (Vincent Nursing), Treasurer; and Susan Burns (Unit Secretary, White 6), Secretary.

KATIE PARKS FETED

At a surprise luncheon July 17 at Duke's in the Park, Mrs. Katherine (Katie) Parks was honored on the occasion of her departure from the MGH. Although she requested that no fanfare be made, a number of her friends and associates gathered to wish her well and reminisce about shared experiences.

Joining the MGH in 1963, Mrs. Parks first worked in the Rehabilitation Unit. In 1966 she became Executive Office Assistant in the Maintenance Department. Her future plans include two of her favorite activities, golf and traveling.

MUSEUM OF SCIENCE OPENS NEW MEDICINE AND HEALTH-CARE EXHIBIT

Five real specimens of hips dramatically demonstrate steps in constructive surgery leading to the total hip replacement. The exhibit, prepared by Dr. Phillip I. Salib, MGH orthopaedic surgeon, is one highlight of the Museum of Science's new medical science display for the Bicentennial.

Working under a Smith-Petersen grant at the Orthopaedic Department, Dr. Salib put together the hip surgery exhibit representing the work of Dr. Otto E. Aufranc. Among the specimens is the hip of a patient who was operated upon in 1938, one of the first cup arthroplasties invented by Dr. Marius N. Smith-Petersen, a former Chief of the Orthopaedic Department at the MGH.

The Museum's expanded section on the human body, medicine, and health care was created in consultation with Boston 200's Task Force on Medicine and Health Care. It opened on July 23 on the second floor of the East Wing.

One feature is "Highlights of Medical History," two 10-foot long panels of a bas relief sculpture by Doris Appel, Lynn artist. A synchronized light and voice recording dramatizes the contributions of some 22 men, women, and one child. (continued on page 2)

BOOKS NEEDED

The Warren Library needs hardbound and paperback books for a sale to be held in September to benefit the library. Donations may be brought to the library, Bulfinch basement, between 9:30 a.m. and 4:30 p.m., Monday through Friday.

NEW IN TREADWELL LIBRARY

Wouldn't it be cost beneficial for you to be part of the Treadwell Library group subscription to Current Contents Life Sciences (CCLS) here at MGH? The Library is able to offer management services (subscription, billing, and distribution) for CCLS at a maximum rate of only $7.00 per month. All copies of CCLS will come to the Treadwell Library and be sent out the same day via house mail to your hospital address. Your response is needed now, however, so orders may be placed in time for the new year. For questions and further information, please call Toby Port, ext. 8600.

BLUE CROSS QUESTIONS AND ANSWERS

by Marianne Gruber
Senior Personnel Assistant

Q. I have a Family Master Medical membership which covers my children until they reach age 19. My daughter, who is in college, is turning 19 this year. Since she is no longer eligible for benefits under my plan, is there any way I can continue her health insurance?

A. Your daughter can continue her health insurance under the excellent new Student Master Medical and Dental Plan now offered by Blue Cross. This plan, which bills members quarterly, offers comprehensive Master Medical coverage with the additional bonus of 80% dental benefits. Open season for enrollment is from July 1 through September 30 each year for memberships effective between September 1 and November 1. Pamphlets, applications, and information about the student plan are available in the Personnel Services Office on Moseley 1, ext. 2235.

ON THE AIRWAVES

An interview relating to the MGH Bicentennial will be aired on radio station WEEI on September 1 and 2 at 11:45 a.m. and again at 9:45 p.m. Jim Pansullo interviewed Dr. Charles A. Sanders, MGH General Director, for the two-part series on the Medicine Today program heard at those times. A number of newspapers have written about the MGH observance formally dedicated by Dr. Sanders on Aug. 6.

THREE HONORED AT THYROID CONFERENCE

Three members of the Senior Consulting Staff received Distinguished Service Awards at the International Thyroid Conference in Boston in June. They are Drs. Earle M. Chapman, physician, Oliver Cope, surgeon, and Jacob Lerman, physician.

Dr. Chapman was cited for his contribution to knowledge of the treatment of hyperthyroidism with radioactive isotopes of iodine through his meticulous studies with patients.

The citation for Dr. Cope noted his contributions to thyroid surgery, both in teaching and in developing new techniques, and his pioneering role in the surgical treatment and control of parathyroidism.

Dr. Lerman was cited for his contributions to the understanding and control of primary myxedema (Gull's disease), pituitary myxedema (Sheehan's disease), and Graves' disease.

MUSEUM OF SCIENCE (continued from page 1)

Other features are a section on blood with a film capturing a white cell's attack on an intruder in the blood stream and a display of early surgical and medical instruments.

The new exhibits are combined with the popular older exhibits on the heart, birth, acupuncture, lungs, drugs, the foot, the structure of a tooth, an appendectomy, nutrition, and the MGH Ether Dome diorama. The latter is a three-dimensional depiction of the first successful public demonstration in 1846 of anesthesia in an operation. The diorama was a gift to the Museum from Dr. John H. Knowles, former MGH General Director, and Mrs. Knowles.

SLIDE-SHOW CHANGE

Employee showing of the Bicentennial slides, held Wednesdays at 11:15 a.m., will be canceled after the Aug. 27 listing because of decreasing numbers of attendees. Employees are welcome to attend the visitor showings Tuesdays and Thursdays at 2 p.m. in the Ether Dome.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206) SEPTEMBER 4, 1975

GOLF LEAGUE TALLY AT MIDSEASON

The Golf League welcomed its first two women players this season, and one of them helped pull her team over the finish line for a last-minute victory.

Andrea Williams, Unit Secretary at the Shriners Burns Institute, won big in her last match, putting the team in first place at midseason. Contributing equally to the victory were teammates Robert Smith, Metal Shop; Michael Abruzzese, Materials Management; and Dennis Hamilton, Accounting's Computer Group.

Mr. Hamilton, individual high scorer, broke a league record by losing no matches. (He [illegible]ed two of the ten.) Robert Rhodes, Assistant Director of Building Service, won the title of "most improved golfer" at midseason. High scorer in a single match was Grady Milton, Vincent Research Laboratory, with 26 points.

The league's members play in pairs each week under a handicap system that keeps the teams well matched. In scoring, high points are assigned to the best shots, with ten for a hole-in-one.

The season will end in a September 6 outing at the Easton Country Club followed by the awards banquet October 17 at the Montvale Plaza in Stoneham.

VOLUNTEER LIFEGUARD SOUGHT

A volunteer lifeguard is needed to work two hours a week as a part of Bulfinch 7's recreation therapy. Please call Lynn [illegible]idman at ext. 3243.

EMPLOYEE TRIP PLANNED TO ST. MAARTEN ISLAND, OCTOBER 11-18

The Personnel Department, following past practice of arranging one or two vacation specials a year for employees, has firmed up plans for a fall trip. The destination: St. Maarten Island. The date: October 11-18, 1975.

St. Maarten Island, located east of Puerto Rico and the Virgin Islands, is known as "Beach Island" and is a paradise for snorkeling, scuba diving, water skiing, tennis, and many other enjoyable pastimes.

The total price of the trip is $458.85 per person. It includes airfare, hotel accommodations based on double occupancy at the deluxe Great Bay Resort Hotel, breakfast and dinner daily, transfers between hotel and airport, and many other extras. A deposit of $100 is required by September 6 to avoid going on a waiting list.

For more information and flyers, please call Janet Swanson, Personnel Department, at ext. 2214 or stop by office #4 in the Moseley Auditorium.

LET YOUR FINGERS DO THE TALKING

You can save seven seconds by looking up phone numbers rather than calling Information, the telephone company says. This saving doubles for the hospital when you use the MGH Directory rather than calling our operators.

Every phone in the hospital should have a copy of the latest MGH Directory (dated 10/74). If your book is missing or outdated, please call or come to the Communications Office, White 13, ext. 2086.

PEOPLE

JEAN GRIERSON KNOWLES, Senior Secretary, Laboratory for Carbohydrate Research, received first prize in the newly established Loring Williams Memorial Poetry Awards sponsored by the Portland Lyric Theater and its magazine of the arts, Cue-Sheet. The awards were presented August 20 at the 35th Annual Maine Writers' Conference at Ocean Park, Maine.

⁂

RUTH M. FARRISEY, R.N., Executive Officer of the Clinics and Assistant Director, Department of Nursing, was appointed to the new Advisory Council of the Massachusetts Federation of Nursing Homes. The lay panel will work initially with the Federation's Ethics, Standards, and Accreditation Committee on a peer review program.

WHEN SPENDING SAVES

How can a new $1,200 machine justify its existence in these times of fiscal restraint? It took the new LARC spinner in the Clinical Laboratories less than two months to prove its worth. Moreover, it has already nearly paid for itself.

The spinner automates one step in the 250 differential blood tests performed by the lab daily. When smears were prepared by hand, both a glass slide and cover were used at least once, often twice, to get the proper consistency. The machine not only assures uniform quality but also eliminates the glass cover. The covers cost $3.00 an ounce.

Gretchen Williams, Chief Technician, and Jan Tanverdi, Industrial Engineer, conducted a study before the spinner was purchased. They predicted that it would save $14,000 per year. Since its arrival in late May, it has been performing right up to expectation.

With a second machine on order for the Outpatient and Emergency Ward laboratories, the spinner will soon save even more.

LANGUAGE INSTRUCTION AVAILABLE

from the Personnel Department

The Tuition Aid Office would like to familiarize non-native English-speaking employees with an excellent "English as a Second Language" program offered evenings at Boston University's Metropolitan College. Students are evaluated for their current proficiency in the speaking, reading, and writing of the English language and are then placed in small classes with students of similar abilities. In addition to the personalized instruction, use of the language laboratory facilities is available.

Department heads and supervisors are urged to communicate this information to employees who may wish to improve their English.

The courses, which meet twice weekly, are covered by Tuition Aid. Classes begin on September 4; interested employees can register in person at Metropolitan College, Room 1, 755 Commonwealth Avenue from September 2 through 11. Further information can be obtained by calling Professor Steiglitz, at Boston University, at 353-2980.

Other Languages

Employees whose supervisors feel that conversational ability in Spanish, Italian, or another language would help the employee in patient interaction are invited to contact Kathi Johnson in the Tuition Aid Office, Personnel, Moseley 1, ext. 2230 for information on programs of study in foreign languages. Information is available on courses which are specifically geared toward the medical worker.

RETIREMENTS

The hospital wishes good health and happiness to the following members of the MGH family, who retired on August 1:

Aletha A. Elmer, Phillips House Nursing, 24 years, 9 months.

Dorothy M. Eseley, Bulfinch Nursing, 12 years.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

SEPTEMBER 18, 1975

pgs 4, 5, 6

FINANCIAL UPDATE

Still in the Red, but Changing

The hospital continues to make good progress in reducing its deficit. At the end of July the MGH was $649,000 in the red, considerably down from the record $2.1 million deficit early this year.

"I am greatly encouraged by the recent turnabout," said Dr. Charles A. Sanders, General Director. "The cooperation and suggestions of employees played a major role."

The goal is to eliminate as much as possible of the remaining debt before the end of the fiscal year, September 30.

(continued on page 8)

Staff Praised for Prompt Action in MBTA Crisis

Not since the Cocoanut Grove fire in 1942, it is believed, has the MGH treated so many people in so short a time as it did following the MBTA crash August 1. From 5 p.m. Friday, when the three-car collision occurred, until Saturday afternoon, 125 MBTA riders were cared for in the Emergency Ward.

In three hours, about 150 X-ray examinations were made. Fortunately, most injuries were light. Cuts, bruises, sprains, and fractures were common. Six patients were admitted with more serious injuries.

The MGH was commended for its prompt

(continued on page 6)

The "patient," Pamela Mogavero, and classmate Jane Conroy (second left) are among the first to benefit from a new program at the Shepard-Gill School of Practical Nursing. Gail Nozik, R.N. (right) instructor, helped plan the curriculum. (see SPOTLIGHT story, page 2)

DR. WEINBERG NAMED VICE-CHAIRMAN, MEDICAL SERVICES

Dr. Arnold N. Weinberg

Dr. Arnold N. Weinberg was recently appointed Vice-Chairman of Medical Services by Dr. Alexander Leaf, Chief of Medical Services.

Although he will be involved in a broad range of the Department's activities, Dr. Weinberg will concentrate on two of his strong interests, patient care and the training of house staff and medical students.

He is well-known for his excellence as a physician and teacher. At Harvard Medical School, where he is Professor of Medicine, he developed a popular course on Pathophysiology of Infectious Disease, Human Biology III. In 1973 he was selected by Harvard Medical students to receive the Boylston Prize for Excellence in Teaching.

In his five-year tenure as Chief of Medical Service at Cambridge Hospital (1971-1975), he developed house-staff training programs and community health-care projects. He was instrumental in bringing the Harvard Community Health Plan to Cambridge Hospital. His association with the MGH began in 1956, when he was an intern. In 1962 he was appointed Assistant in Medicine, Infectious Disease Unit.

Dr. Weinberg's special interest is in bacterial infections, especially tuberculosis and endocarditis (inflammation of the membrane lining the heart and its valves). He has also investigated the action of antibodies and the mechanism and function of white blood cells in defending the body against infection. In the future he plans to study the problems of infectious diseas[illegible] in ambulatory patients.

(continued above)

Dr. Weinberg received his B.S. degree from Cornell University and his M.D. from Harvard Medical School. His professional affiliations include Fellowship in the American College of Physicians and membership in the Infectious Disease Society of America.

RESIDENT DROWNS IN DIVING ACCIDENT

Michael A. Shanoff, M.D., 28, a second-year resident in Anesthesiology, drowned August 30. The tragic accident occurred while he was scuba diving off Bass Rocks, Nahant.

A native of Chicago, Dr. Shanoff was a graduate of Johns Hopkins University, where he was elected to Phi Beta Kappa. In 1973 he received both an M.D. and Ph.D. from that university.

The MGH HOT LINE is published three times a month by and for the employees of the Massachusetts General Hospital, Boston.

Charles A. Sanders, M.D.
General Director
Martin S. Bander,
Deputy to the General Director
(News and Public Affairs)
Mary M. Hoffmann, *Editor*
Doris G. Schreckengaust, *Copy Editor*
June Hurwitz, *Typist*

SPOTLIGHT

New Program Focuses on Human Needs

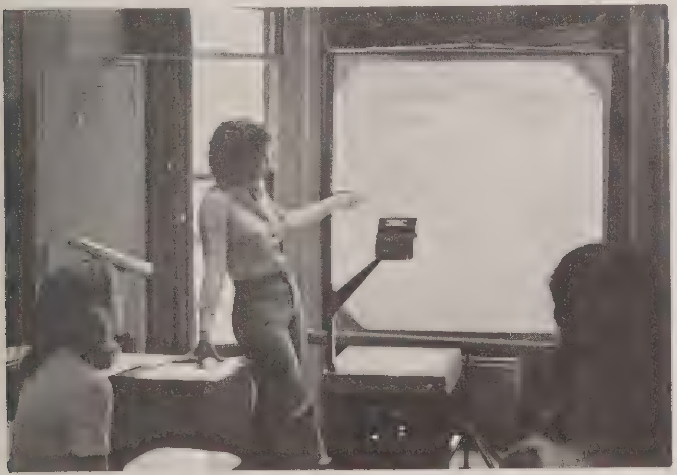
A keen observer of hospital garb knows that those blue-and-white pinstripes and organdy caps belong to the students of MGH's Shepard-Gill School of Practical Nursing. But where is the Shepard-Gill School?

Employees may have passed it on their way to Newbury Street boutiques. Marked only by a modest "office" sign, the school occupies five adjoining townhouses on Newbury Street between Exeter and Fairfield.

Though inconspicuous, the institution is widely considered one of the best for the training of practical nurses. Founded in 1918, it is the oldest in Massachusetts and the second oldest in continuous operation in the nation.

At one time, boiling an egg and scrubbing floors were part of the curriculum. The practical nurse was prepared "for the care of sickness in the home and for the care of the home in sickness."

But as the role of the registered nurse has expanded, so has that of the L.P.N. He or she is an integral part of the health-care team, well-versed in all the nursing procedures and basic sciences after an intensive one-year program.



Margaret Cibulskis, Shepard-Gill Instructor, reviews a sample nursing history of a patient.

Karena Kotila, recent Shepard-Gill graduate.

At the Shepard-Gill School, however, the faculty and adminstration are looking beyond today's needs. Several years ago they began planning a new approach toward preparing the practical nurse. Rather than teaching the usual subjects individually, they synthesized them into problem-oriented units directly related to patient needs.

"The students' knowledge had been compartmentalized," said Ronald S. Nichols, Director of the school. "They often had difficulty applying it to patient care."

The first class to be educated by the new method was graduated on August 22. Responding by questionnaires and informally, nearly all the 48 students gave high marks to the program.

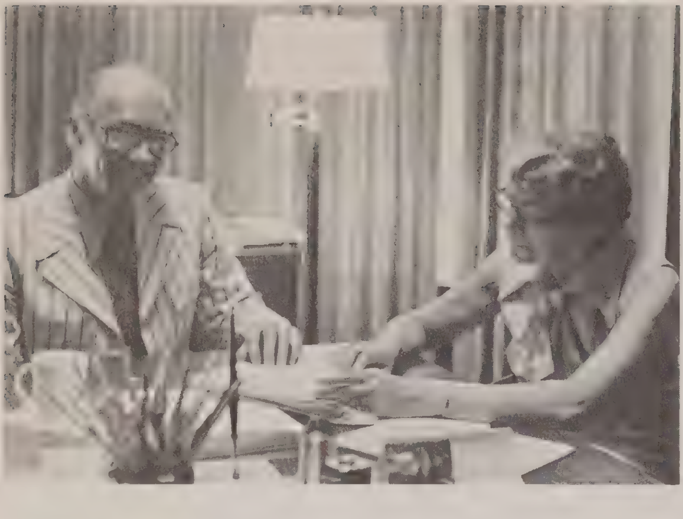
The curriculum focuses on human needs and the use of the nursing process to meet them. The first trimester stresses the need for comfort (physical and emotional), safety, hygiene, activity, exercise, rest, sleep, the intake and utilization of nutrients, and the elimination of waste products.

More complex needs are emphasized in the second trimester. They are the transportation and utilization of oxygen, and the maintenance of regulatory and sensory mechanisms and functions.

In the third trimester, the students apply their knowledge to the care of mothers, newborns, children, and adults with moderately complex problems.

Does the program work? Gail Nozik, R.N. an instructor, saw a definite change in the approach of the class that just graduated.

(continued on page 4)



Ronald S. Nichols, left, Director of the Shepard-Gill School, plans the day's schedule with Marion C. Bates, Assistant to the Director.

SHEPARD-GILL (continued from page 3)

"The students really pulled things together," she said. "They dealt more with the patient as a whole, physically and emotionally, rather than with a disease."

Approved as a pilot program by the Massachusetts Board of Registration in Nursing, the new curriculum is believed to be the first of its kind among schools of practical nursing.

The Shepard-Gill School began its affiliation with the MGH in 1952 and became consolidated with the hospital in 1970. It is accredited by the National Association for Practical Nurse Education Service, which has approved less than 10% of the country's 1,300 practical nursing schools. In the past five years, all Shepard-Gill students except one have passed the State Board licensure examinations on first attempt.

The school's strength, Mr. Nichols believes, lies in its diverse student body and well-prepared faculty, all registered nurses with baccalaureate or more advanced degrees.

"We strongly stress individualized instruction," he said. With a 13-member faculty (including a guidance counselor), the student-faculty ratio is about 5 to 1.

The students may be housewives seeking careers or recent high school graduates, both male and female. Each year about 10 percent are drawn from disadvantaged backgrounds. Next year's class also includes students from Hongkong, Jamaica, Canada, and Costa Rica.

Why do they choose practical nursing? The one-year program provides, for many, an affordable and accessible entree to the helping professions.

"It brings them close to the bedside of the patient, where they want to be," said Mrs. Nozik.

MGH SMOKERS INVITED TO "KICK THE HABIT"

Want to be a nonsmoker? Need a little encouragement?

The Education and Training Coordinator, in conjunction with the American Lung Association, is planning a "Kick the Habit" program for interested MGH employees. Two introductory sessions will be held on Monday, September 22, at 11:30 a.m. and 12:30 p.m. in the Lower Outpatient Amphitheatre. At both sessions, a representative of the American Lung Association will show a brief film entitled "Emphysema, The Facts" and will give employees an opportunity to sign up for the discussions.

The program is offered free to employees. It includes six group sessions to be held from late September to mid-October in the Moseley Rotunda from 4:45 to 6:30 p.m. Topics are Health Effects of Smoking, Breathing Exercises and Pulmonary Function Tests, Changing Habits, Quitting Smoking and Not Gaining Weight, and What About Nonsmoker's Rights?

MGHers assisting with the group sessions are Dr. David Kanarek, Pulmonary Unit; Dr. Anastasia Kucharski, Department of Psychiatry; Cheryl Ringgold, Respiratory Therapy; Beverly Brooks, Staff Education; and Sue Heston and Sandy Konrad, Dietary Department.

If you cannot attend the introductory sessions but want to enroll in the group sessions, you may contact Kathi Johnson, Education and Training Coordinator, Personnel Office, Moseley 1, ext. 2230.

SANDERS, TIGHE STEP INTO BOWLING SHOES ON LEAGUE'S OPENING NIGHT

[illegible]d cheers from a lively crowd, Dr. Charles A. Sanders, MGH General Director, and Isabella Tighe, Administrative Director of the Emergency Ward, stepped boldly onto the alleys to match skills with the best of the MGH Bowling League on opening night.

Meanwhile, Ruth MacRobert, Director of the Personnel Department, and Mary E. Macdonald, R.N., Director of the Department of Nursing, helped greet the record number of MGHers who turned out on September 3 to launch the 1975-76 season.

"We went way over the 100 mark--the largest turnout in the history of the league," said Joseph Stukas (Pathology), League President.

Two Anne Sullivans, mother and daughter, are ready to bowl on opening night. Mrs. Anne M., left, works in the Arthritis Unit, and Miss Anne K., in the Renal Unit.

NEW STAFF APPOINTMENTS

The Board of Trustees, upon the recommenda[illegible]n of the General Executive Committee, has made the following new staff appointments:

Dr. Spencer Borden IV, Assistant in Radiology

Dr. R. Wayne Hurt, Assistant in Neurosurgery

Dr. John P. Kistler, Clinical Assistant, Neurology

Dr. Nicholas D. Kouretas, Clinical Assistant, Psychiatry

Dr. James C. Loomis, Clinical Associate, Anesthesia

Dr. Michael H. Malamud, Clinical Associate, Psychiatry

Dr. William N. Pachas, Clinical Associate, Medicine

Dr. Gerald N. Smith, Jr., Assistant in [illegible]logy, Medicine

PEOPLE

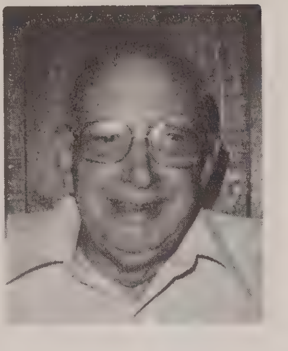
Labor Day found JULIAN BRANKER of the Planning Office basking in a golfer's once-in-a-lifetime glory. Using a 3 wood, he made a hole-in-one on the 200-yard 3rd hole at Lexington's Powderhorn Golf Course.

A former MGH employee, FRED DITTMAR, is raising a baby gorilla in captivity at the Oklahoma City Zoo, where he is head primate keeper. Mr. Dittmar cared for animals in the Stanley Cobb Laboratories for Psychiatric Research until 1972.

UPDATED EMPLOYEE HANDBOOKS AVAILABLE

Hot off the press is a new updated edition of the MGH Handbook for Employees, available now in the Personnel Services Office, Moseley 1. Containing descriptions of MGH benefits, regulations, and services, as well as a map of the hospital, this handbook will answer many questions about the hospital and its policies. All supervisors and employees should have a copy of the new edition. The Personnel Services Office is open Monday through Friday from 8:00 a.m. to 4:30 p.m.

ELECTRICIAN, PAINTER, RADIO BUFF



Electric Shop workers will miss the greeting "go breaker" (code for "go ahead") from Lee H. Coburn, an avid citizen band radio operator. Mr. Coburn retired August 29 after 18 years of service, ten at McLean Hospital and eight at the MGH. Here he repaired the motors of electrical beds, fans, and other equipment. Mr. Coburn will have plenty to do in his leisure time; he is also an active landscape painter. His work will be on exhibit this month at the American Mutual Life Insurance building, off Route 128 in Wakefield.

MBTA CRISIS

(continued from page 1)

response in "Monday Report," the newsletter of the Massachusetts Hospital Research and Education Association. Isabella Tighe, Administrative Director of the Emergency Ward, praised employee reaction.

"The staff responded incredibly well," she said. "Many thought of special ways to help."

Because the hospital's disaster plan was activated, many physicians, surgeons, nurses, and support workers joined the regular E. W. team. Taking charge of medical care was Dr. Earle W. Wilkins, Jr., medical director of emergency services.

The rush-hour crash, occurring between the Park St. and Charles St.-MGH stops, trapped many MGH employees. Twelve were among the injured; one was admitted. Others, witnesses report, helped prevent panic and assisted the injured.

The MGH disaster plan has three phases. Phase I, a "mini-disaster," occurs when more patients arrive than can be attended to by the E. W. staff on duty, but when treatment can be confined to the E. W. and Overnight Ward. In Phase II, triage (the sorting of injuries according to degree of severity) is moved to the White Lobby. Regular patients are evacuated from the Overnight Ward and perhaps Vincent 3. Additional staff is summoned. In Phase III, a disaster headquarters is established in the Trustees Room to determine policy, mobilize other departments, and maintain contact with outside agencies. Many departments also have individual disaster plans.

Both within and outside the hospital, emergency-care specialists are busy critiquing the city's response to the crash. A task force of Emergency Medical Service (EMS) representatives of Region VI, Area 29, (which includes 14 Boston teaching hospitals) Health Planning Council for Greater Boston, is seeking ways to improve management at the scene of mass injuries. One member is Dr. Wilkins, who chairs the EMS hospital committee. Another Region VI committee, which includes Robert Bennett of the Communications Office, has been formed to analyze communications between the disaster site and hospitals.

One obvious problem in the MBTA crisis was the crowding of North Grove Street by onlookers. The Emergency Ward area was also filled with employees not involved in the disaster plan. A problem unsolved from previous crises was the distribution of patients among the city's hospitals. Of the total 137 injured, 125 were brought to the MGH.

M.B.T.A. PASS PROGRAM

The Personnel Department reports that as of September 1, there are 1,200 MGH employees taking advantage of the M.B.T.A. pass card through payroll deductions. If the card is used only for commuting to and from work, there is a saving of 10% on the regular M.B.T.A. fare. Use beyond commuting to and from work increases the saving substantially.

All permanent (twenty hours or more per week) employees are eligible to join the M.B.T.A. pass program by filling out the appropriate forms in the Payroll Office on Moseley 4.

ELEANOR WHITNEY

Eleanor Whitney, R.N., a Baker Memorial Nursing Supervisor, has died in the Phillips House. She had been on sick leave since December, 1974.

Mrs. Whitney had worked for the hospital ever since she graduated from the MGH School of Nursing in 1937. She was a Private Duty Nurse. Head Nurse on Baker 10, and then Supervisor in the Baker Memorial.

Rita Conway, R.N., Private Duty Nurse in Baker Memorial and a close friend of Mrs. Whitney's described her friend's personality and effect on others:

"Eleanor, because of her unique personality, was a 'Woman for All Seasons.' She was dignified, beautifully together in herself, and committed to the betterment of the MGH and the patients to whom she devoted her life.

"Each floor she visited realized she was personally interested in every facet of the day-by-day work load. She knew all her girls and was never failing in her optimism and appreciation of their efforts. Each of us who worked with her felt that no problem was too difficult for her to share and that she was a confidant one could rely on.

"Mrs. Whitney was a member of many committees at the MGH and gave her energies willingly for the improvement of patient care.

"She was an important part of the hospital for over forty years and never more courageous than during her last year of ill health. She won many trophies as a member of the Bowling League, but her greatest gift to us all was her devotion to the MGH and those she served."

Exuberant spirits marked the Walcott House reception for graduating dietetic interns and guests. From left, Joyce Karp and Mary McGlew, graduates, chat with Louise Hatch, Director of the Dietary Department and Dietetic Internship.

DIETETIC INTERNS GRADUATE

On Friday, August 29, thirteen Dietetic Interns completed their postgraduate program at the MGH. Mr. Lawrence E. Martin, Associate General Director, addressed the graduates and their guests and presented MGH certificates. Miss Annie Galbraith, Associate Director, Dietary Department and Dietetic Internship, and President-Elect of The American Dietetic Association, welcomed the graduates to the national association. She gave each an A.D.A. pin to which is affixed an MGH emblem. The hospital has sponsored a course for perspective dietitians since 1908. This class brings the alumnae total to 956.

WARREN LIBRARY TO HOLD BOOK SALE

Don't miss the Warren Library book sale on Thursday, September 25, 10 a.m. to 4 p.m. in the Warren Lobby. The sale helps the library continue its work in serving patients.

Used hardbound and paperback books are needed for the sale. Donations may be brought to the library, Bulfinch basement, between 9:30 a.m. and 4:30 p.m., Monday through Friday.

FAREWELL TO ANGELA

If you don't know Angela Sartorelli, it's impossible to get the "simple facts" about her. Just mention her name to someone who knows her. He or she breaks into happy chuckles and then becomes sentimental.

"An incredible character," was the description of Dr. Thomas S. Durant, MGH Assistant Director, to whom Mrs. Sartorelli was secretary for eight years.

After 12 years, she is leaving the MGH for a reason that makes all her friends happy --to have a baby. But her warm, ebullient spirit will be greatly missed.

Mrs. Sartorelli occupied a unique position behind the half door that separates Dr. Durant's office from the busy White corridor. There, opposite the newspaper stand, she often served as information source to the great variety of people who pass by.

"She handled all the variegated individuals with the same amazing graciousness and empathy, no matter who they were or what time of day it was," Dr. Durant said.

While co-workers enjoyed her spontaneity, her employers were also grateful for her effciency. She was only in her late teens, working in the MGH's Government Programs office, when she was asked to serve as secretary to Dr. Charles L. Clay, MGH Assistant Director. She refused several times thinking she was not experienced enough.

After Dr. Clay retired in 1968, she became Dr. Durant's secretary. In his office she also worked with other administrators, James Vaccarino and Richard J. Olson among them.

A talented singer, Mrs. Sartorelli was a frequent soloist in the White Lobby Christmas caroling. At home in Burlington, she is a proud member of the Italian community and likes to share her heritage.

"I thought these eight years would be the Americanization of Angela, but they were the Italianization of me," Dr. Durant said.

MGHers will gather in the Penthouse to say farewell to Mrs. Sartorelli on Tuesday, September 23, from 1:30 to 4:30 p.m.

FINANCIAL PICTURE (continued from page 1)

Meanwhile, various departments continue to initiate cost-saving measures. In the Radiology Department, for example, Chris Pickwick, Administrative Supervisor, investigated with Leon F. Katzer, Director of Dispatch, a way to cut the postage expenses of mailing 25-30 heavy X-ray sets daily. A light-weight envelope with a plastic bubble protector will replace the bulky older one. The newer model may also be adapted to other materials.

Phillips House Nursing expects to save $10,000 yearly by eliminating the wrapping in plastic of patients' daily linen packs. A commercial laundry charged 21¢ for the procedure, and about 150 packs are used daily, reports Miriam Huggard, R.N., Assistant Director of the Department of Nursing, Phillips House.

The MGH Hot Line

BOSTON, MASSACHUSETTS
NEWS OFFICE, GRAY 12 (2206)
SEPTEMBER 25, 1975

DR. SANDERS APPOINTED TO NATIONAL ADVISORY COMMITTEE

Dr. Charles A. Sanders, General Director, has been appointed to the Health Advisory Committee of the Office of Technology Assessment (O.T.A.). The committee was formed to carry out a request by Congress that the O.T.A. examine several major health issues. The assessment will provide Congress with a basis for formulating health policy.

The areas include medical malpractice, adverse drug reactions, hospital outpatient programs, advanced medical technologies, and medical information systems.

MEDIA NOTES

Several staff were interviewed recently by Jim Pansullo of WEEI Radio. The interviews, based on articles in the September MGH News, will be broadcast at approximately 11:45 a.m. and 9:45 p.m. on the following dates:

September 24, 25, and 26, with Dr. Andrew D. Guthrie, Jr., pediatrician, on child abuse; October 1 and 2 with Dr. Vincent P. Perlo, neurologist, on myasthenia gravis; October 6 and 7 with Dr. Timothy Johnson, physician, on his new book, "What you Should Know About Health Care Before You Call a DOCTOR!"

LIMITED PARKING SPACES AVAILABLE

Employees who signed up for parking space prior to September 15, 1974 (not 1975) are now eligible for parking permits at the North Station lot. Those eligible may contact the parking office in the Fruit Street Garage from 9 a.m. to 5 p.m., Monday through Friday.

GURALNICK, MACDONALD HOLD G.E.C. OFFICES

Dr. Walter C. Guralnick was recently reelected Chairman of the General Executive Committee, and Mary E. Macdonald, R.N., was elected Vice-Chairman. Miss Macdonald is the first committee officeholder who is neither a physician nor dentist.

The General Executive Committee (G.E.C.) is the hospital's top professional group. With the concurrence of the Board of Trustees, it makes decisions relating to the medical aspects of hospital governance.

Dr. Guralnick has been Chief of the Department of Oral Surgery since 1967. At the Harvard School of Dental Medicine, from which he graduated in 1941, he is Professor and Chairman of the Department of Oral Surgery. Active in many professional associations, he is President of the Massachusetts Dental Service Corporation, a nonprofit insurance group. When he was first elected chairman of the G.E.C. a year ago, he was the first nonphysician to hold that post.

Miss Macdonald has been Director of the Department of Nursing since 1967. Before coming to the MGH she was Associate Dean and Professor of Nursing Education at the University of Massachusetts School of Nursing. An active author and much-in-demand speaker in her field, she was recently elected to the American Academy of Nursing.

NEW ARRIVALS: SUBURBAN PHONE DIRECTORIES

The new North and South Suburban Telephone Directories are now available for pickup at the cage near the elevator in the Moseley Basement.

Congratulations, Graduates!

More than 25 employees have completed degree certification programs this year through the Tuition Aid Program. The congratulations of the MGH family go to these employees, who have worked hard for many months to achieve their goals.

Bentley College:

Robert Barrio, B.A., Accounting

Boston College:

Sally Cave, B.A., Psychology

Boston University:

Roy Bossen, B.A., Sociology, Magna Cum Laude
Joan Correll, M.S., Computer Science
Joanne Hyde, M.Ed., Health Education
Ronald Johns, M.A., Engineering
Kathi Johnson, M.Ed., Counselling
Ruth Marnalse, M.Ed., Health Education
Steve Morefield, B.A., Business Administration
David Singer, B.A., History
Nancy Vetock, M.Ed., Health Education

Coyne Electrical School:

Stephen Dempsey, Certification, Practical Electricity

North Shore Community College:

Judith Jensen, A.S., Science

Northeastern University:

Carmelo Bondi, B.S., Biochemistry
Charles David Gelly, B.S., Law Enforcement
Frederick Fish, A.S., Nursing
Joanne Johnson, B.S., Health Science
Robert Krevy, B.A., Sociology
Louis Lunetta, M.S., Hospital Pharmacology
Frank Moy, Jr., M.S., Engineering Science
Kerry Stevenson, B.S., Law Enforcement

Roxbury Community College:

Elaine Montgomery, A.S., Pre-Nursing

Simmons College:

Margaret Jones, M.S., Library Science

Suffolk University:

Michael Abruzzese, B.A., Business Administration
David Masters, M.B.A.

Wentworth Institute:

Kent Shepherd, Certification, Machine Tool Design

Please note: Some past records have not included information on degree plans, so if you are not named here, our apologies---and our congratulations!

NEW IN TREADWELL LIBRARY

Beginning Monday, September 29, the Library will open at 9:00 a.m., Monday through Friday. New hours are as follows:

Monday-Thursday	9:00 a.m.-9:00 p.m.
Friday	9:00 a.m.-6:00 p.m.
Saturday	11:00 a.m.-5:00 p.m.
Sunday	2:00 p.m.-6:00 p.m.

MASS. PUBLIC HEALTH MEETING

The future of health services in Massachusetts is the focus of the Massachusetts Public Health Association's fall meeting Tuesday, October 7, 9:00 a.m.-4:00 p.m., at the University of Massachusetts, Amherst. Dr. Myron Allukian, Jr., MGH oral surgeon and Vice-President of the Association, will participate in the opening session. The new Massachusetts commissioners of Public Health and Public Welfare will also speak.

STILL SMOKING? It's not too late to join "Kick the Habit," the free, six-part program planned by the Education and Training Coordinator and the American Lung Association to help employees give up smoking. For further information, contact Kathi Johnson, Personnel Office, Moseley 1, ext. 2230 immediately.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206) OCTOBER 2, 1975

REMEMBER THAT NUMBER, 2121

How to Protect Yourself

In operation 24 hours a day is a 40-person Security force for the protection of the hospital's patients, employees, and property. They patrol the entire hospital and, with two-way radios, the immediate outside area.

But they cannot do the job alone. "To insure a safe community, we need the cooperation of all employees," said Thomas F. Sullivan, Director of Security.

[illegible]e suggested that employees take these precautions:

- Post Security's phone number, ext. 2121, in a prominent place.
- If you cannot explain the problem, ask that "Dr. Johnston" be sent to Gray 12, or whatever floor you are on. This is an emergency code meaning you need help immediately.
- Report any suspicious persons to Security. These include nonemployees in places where they shouldn't be; people looking into empty offices or darting down stairwells or in and out of toilets; loiterers. Our Security Officers will approach the suspect discreetly.
- If you have particular reason for concern at any time, ask Security for an escort to the garages or subway station.
- Petty thefts occur most often when areas are unattended. Lock all wallets, purses, stamps, and other small valuables in drawers when you are away from your desk.

(continued on back)

PHOTO I.D.s ON THE WAY

Security Tightens at MGH

Because of an alarming increase of violence in the vicinity of Harvard Medical School and Boston City Hospital, hospitals throughout Boston are instituting tough security regulations. At the MGH we have been relatively free from violent incidents. However, the administration, concerned for the safety of employees, is adopting several new preventive measures.

After a date to be announced soon, any employee working in the hospital from 8 p.m. to 8 a.m. and on weekends will be required to wear a photo-identification badge. All employees will be issued badges. If necessary, those working during the day may also be required to wear them later. Details on acquiring the badges will be provided shortly.

"We were very reluctant to take this step. It ends a long tradition of openness at the MGH," said Dr. Charles A. Sanders, General Director. "However, the protection of patients and employees must be our first concern."

Mr. Thomas F. Sullivan, Director of Security, pointed out that with security tightening elsewhere, intruders who prey on hospitals might turn to those with the least stringent regulations. Most of the large Boston hospitals have a photo-identification badge system.

Another measure has already been put into effect: Two uniformed security guards are stationed, one in the Gray Lobby and one in the White Lobby, to check identifications of persons unknown to them and to challenge people of suspicious behavior.

(continued on back)

SECURITY TIGHTENS
(continued from page 1)

When the photo I.D. system goes into effect, guards will check everyone who enters the hospital after 8 p.m. (when visiting hours end). All hospital gates and entrances are locked during the evening and night except the White Lobby, the Gray Lobby until 1 a.m., and the Warren Lobby (also attended) until 9 p.m.

In addition, Dispatch services will be upgraded so that nurses in the night shift should not have to leave patient-care areas to run various errands.

The alertness of employees plays a key role in preventing crime, Mr. Sullivan stressed. An article on page one gives suggestions on ways employees can protect themselves and hospital property.

"No system is foolproof," Dr. Sanders said. "However, we feel that the steps we are taking represent a balance between development of reasonable security and the creation of an unpleasant atmosphere."

PROTECT YOURSELF (continued from page 1)

- Lock office doors, even if you will be away for only a few minutes.

- Equipment thefts occur most often overnight and on weekends. Typewriters and other large articles should be bolted to desks. Calculators and small microscopes (or the lens of larger models) should be locked in cabinets. Keep a list of serial numbers. Inscribe equipment with obvious identification numbers using an electric pencil, available from Security. This discourages theft.

- Parking garages are patrolled regularly, but you should report anyone seen tampering with a car. Always lock your car and remove the parking ticket.

GLADYS DRUMMEY TO BE FETED: A party to honor Gladys Drummey, who is leaving after 36 years at the MGH, will be held on Friday, October 10, from 2-4 p.m. in the Chalet.

FIRST CLASS MAIL STARTS FLYING

Beginning October 11 all first-class mail weighing 13 ounces or less will travel by air, the U.S. Postal Service has announced. Use of airmail postage will no longer be necessary.

First-class rates will remain unchanged until January 1, when a new schedule will go into effect. Until then the MGH can anticipate a considerable postage saving, predicts Leon F. Katzer, Director of Dispatch. The MGH post office already saves about $55.00 per day by using first-class rather than airmail postage on metered mail going to certain destinations. On stamped mail, employees should now also use first-class rather than airmail rates.

The combining of airmail and first-class is part of a program aimed at upgrading first-class mail service. By streamlining the distribution of mail, the U.S. Postal Service will be able to assure next-day delivery to all points east of the Mississippi; second-day delivery to points west of the Mississippi.

To be certain of next-day or second-day delivery, employees should deposit outgoing mail by 5 p.m., Mr. Katzer stressed.

The "special delivery" category will also become unnecessary, Mr. Katzer said. With improvement of service, first-class will be as fast as special delivery.

ETHER DAY COMING SOON

Have you just reached your 5th, 10th, 20th, 30th, or 40th anniversary at the MGH? If so, put October 16, Ether Day, on your calendar. On that date nearly 700 employees will receive service pins.

The celebration will be held at 3 p.m. on the Bulfinch lawn or, in case of inclement weather, in the Moseley auditorium. Following the ceremonies a reception with refreshments will be held in the cafeteria. If this is your year to be honored, you will receive a special notice from the Personnel Department.

The MGH Hot Line

BOSTON, MASSACHUSETTS
NEWS OFFICE, GRAY 12 (2206)
OCTOBER 16, 1975

"THERE'S A WAY TO HELP"

United Way Drive Begins

With a campaign goal of $17 million, United Way of Massachusetts Bay has opened its 1975 campaign.

Mary Ruth Wolf, Director of the Volunteer Department, was named to head the hospital's drive, which ends November 20.

Once again Irving Baron, volunteer, is heading the team of volunteers who process the thousands of contributions coming from MGH employees. The United Way office will be located in the Medicare Office opposite the Moseley Rotunda. (continued on page 8)

Dr. Putschar Honored

When Dr. Walter G.J. Putschar, one of the nation's leading bone pathologists, was once asked, "What is your field of interest?" he thought for a moment and answered, "Residents."

One MGH resident who is benefiting from this dedication, learned by chance that Dr. Putschar was about to reach the 50th anniversary of his entry into the field of pathology in Vienna, Austria. The idea of planning a special celebration quickly caught fire among residents. On August 23, at the Belmont Hill Club, more than 100 former students, colleagues, and friends gathered from throughout the Northeast to honor the 71-year-old pathologist. Sipping wine in a pine grove, with music from an accordian and violin, the guests enjoyed a "gemütlichkeit" (geniality) reminiscent of Dr. Putschar's native Austria.

(continued on page 2)

There's a little old lady on Beacon Hill who protests if Abraham Thomas, left, and Julio Gomez do not take the flag in on time, a task handled by Building Service.

SPOTLIGHT: "GENERAL SERVICE"

Chasing Frogs and Paper

How would you like to have this in your job description:

> May be required to chase bats from building under construction; capture frogs escaped from lab cage; change flat tire of patient's car; help 550-pound patient move from wheelchair to bed; walk a seeing-eye dog. (continued on page 3)

Dr. Putschar..."Pursuit of excellence, tempered by great humanity."

DR. PUTSCHAR (continued from page 1)

For 16 years Dr. Putschar has been an extraordinary teacher and often father confessor to MGH residents in Pathology. "He brought to the Department the European method of teaching and brilliantly combined it with the best of the American method," said Dr. Benjamin Castleman, who was Chief of the Department of Pathology until 1974.

Dr. Putschar began studying pathology in 1925 at the University of Graz Medical School. In the 30s he joined the ranks of the bright young scientists who fled Nazi Germany.

He and his wife settled in Charleston, West Virginia, where for 20 years Dr. Putschar established an academic department in a community hospital and made the city a center for medical scholarship.

He also transplanted the Viennese love for the arts. Through his efforts fine musicians, like Rudolf Serkin, began performing in Charleston regularly, often staying with the pathologist.

After his wife died, he accepted Dr. Castleman's offer to come to the MGH--on one condition. He would work six months and travel the rest of the year. Often on assignment for the World Health Organization and other agencies, he traveled to many exotic countries. On one trip he met a Long Island, New York woman who became his second wife. Florence Putschar is well-known in the hospital for her intellectual energy and generosity in giving hours of volunteer work for 11 years in the Medical Clinics complex.

The chief organizers of the party were Drs. Stephen J. Galli and Terence J. Harrist, residents. Among those who paid tribute to Dr. Putschar were Dr. Robert T. McCluskey, Chief of the Department of Pathology; Dr. Henry J. Mankin, Chief of Orthopaedic Surgery; Dr. Alan L. Schiller, pathologist and former resident; Dr. Martin C. Mihm, Jr., dermatologist and dermatopathologist; and Dr. Castleman.

Wishing Dr. Putschar many more years of teaching, Dr. Mihm said, "Your wholesale pursuit of excellence, tempered by great humanity, has enriched us and, I am sure, all with whom you have dealt."

The MGH HOT LINE is published three times a month by and for the employees of the Massachusetts General Hospital, Boston.

Charles A. Sanders, M.D.
General Director
Martin S. Bander,
Deputy to the General Director
(News and Public Affairs)
Mary M. Hoffmann, *Editor*
Doris G. Schreckengaust, *Copy Editor*
June Hurwitz, *Typist*

GENERAL SERVICE (continued from page 1)

These are some of the memorable requests that have sparked extension 2033, Michael Picardo's "problem line."

Mr. Picardo is one of the front-line supervisors of "general service," the part of Building Service that does everything except clean patient-care areas, and does that sometimes, too. The general-service aide may move you in and out of your office in 24 hours, rescue your records in case of fire or flood, or host your retirement party.

Robert Rhodes, Assistant Director of Building Service for Nonpatient Areas, defines general service in a broad context.

"We don't strictly limit ourselves," he said. "If a task will improve the relationship of patients with the hospital, or of one department with another, it may become part of our job."

Inanimate objects unnoticed by most of us are under constant surveillance by Building Service. Take furniture. It has a way of ending up where it doesn't belong or vanishing when it is needed.

"We probably move 500 chairs a day," Mr. Rhodes said. "All the furniture used in the hospital during the last fifteen years has been put there by us."

Rubbish is another item in constant motion --to the paper shredder, the compacter, the recycling center, or, if radioactive, to sealed barrels. In what Mr. Rhodes calls "the paper chase," Building Service moves 10 tons of trash daily. That's 7,300,000 pounds a year.

Under general service comes the work of the hospital's 38 elevator operators (spotlighted in the December 1974 HOT LINE). Another major job is the cleaning of all nonpatient areas, from labs to dormitories, from rugs to ceilings.

After 3 p.m., general service may also clean patient-care areas. During the night shift, the duties include those of other departments too small to maintain a night crew. And on weekends for the past ten years, Cullen Sims, Lead Aide, has handled a variety of responsibilities with a four-person crew.

Working hand-in-glove with Maintenance and Security, the Building Service supervisor acts as a troubleshooter in assuring safe and efficient conditions.

"As soon as they walk into the hospital, the supervisors are asking questions about the environment," Mr. Rhodes said. "Is it safe? Are things where they belong? Is anything broken? Are people in the area who shouldn't be there?"

Once in a while general service gets a request that causes everyone to shake his head and say, "Impossible." But over the years, Mr. Rhodes has found he can depend on the aides to handle the toughest challenge.

In 1967, he recalls, the hospital decided to replace all patient beds with a new model. Building Service workers unloaded, assembled, and washed the beds, moved the patients onto them, and removed the old beds. Without hiring additional staff, they replaced 850 beds in 11 days.

"The aides went into high gear to accomplish this. It took tremendous teamwork," he said. "You couldn't find a better crew anywhere."

The "furniture chase" is never ending for Building Service's general service. Clearing the Warren patio are, from left, Pavlos Trellopoulos, Whitfield Keizer, and James Short.

OFF TO THE AQUARIUM, WHEELCHAIRS AND ALL

Seven patients went round trip from White 9 to the New England Aquarium October 1 without ever leaving their wheelchairs. They were among the first to try out the MBTA's new buses specially equipped for the handicapped.

Muffy Lutzin, Recreation Therapist, welcomed the bus as a much needed, inexpensive way for patients to travel in groups. The aquarium also made the trip feasible by charging the patients only half the admission fee.

The MBTA has ordered 24 of these buses. Beginning October 1, many handicapped people in the Boston area will also be eligible to ride MBTA vehicles and commuter trains at half price during off-peak hours. Several stations, such as Park and Washington, will be modernized to accommodate wheelchairs.

Another new resource for the handicapped is the recently published guidebook, Access to Boston in '76. A revised version of Wheeling Through Boston, by Muffy Lutzin, the book gives information on places in Boston accessible by wheelchair. A copy may be obtained free from Boston 200 at One Beacon Street; at City Hall; at the Boston Common Visitor Hospitality Centers; or from the Easter Seal Society, 14 Somerset Street.

Joseph McDonald, a White 9 patient, boards specially designed MBTA bus for trip to aquarium with Suzie Scarpulla, Physical Therpist assisting.

PEOPLE

GLADYS BERRY, Phillips House Diet Aide, is the newly elected president of the Mas[illegible]chusetts Chapter of the Hospital Institut[illegible] and Educational Food Service Society (HIEFSS). She assumed the position after attending the annual meeting of HIEFSS in Biloxi, Mississippi. Mrs. Berry was the first member of the MGH Dietary Department to participate in the society's prescribed training program.

* * * * *

A Pharmacy resident, BARBARA AMEER, has won the first annual student award of the American Society of Hospital Pharmacists Research and Education Foundation, Inc. Her winning paper, "Pharmacy Problems in an Ambulatory-Care Environment," was submitted for an independent study course at the University of Connecticut Health Center. She is a summa cum laude graduate of that university's School of Pharmacy.

* * * * *

DR. GERALD F. WINKLER, neurologist, will cochair the American Society of Law and Medicine's Fourth Annual Symposium on the Medicolegal Evaluation of Disability, November 19 at Boston's Copley Plaza Hotel. Also participating are DRS. GEORGE R. PROUT, JR., Chief of the Urological Service, ROBERT D. LEFFERT, Chief of the Department of Rehabilitation Medicine, WILLIAM H. SWEET, Chief of the Neurosurgical Service; and ROBERT R. YOUNG and JAY PRESTON MOHR, neurologists.

* * * * *

MUFFY LUTZIN, Recreation Therapist, was honored recently when she was appointed to the Board of Directors of the National Therapeutic Recreation Society.

* * * * *

Four MGH nurses attended a statewide conference on aiding crisis victims of drug and alcohol abuse presented by the Drug Problems Resource Center at the Harvard Medical School September 17. They are DIANA LOGAN, R.N., Overnight Ward; VIRGINIA TRITSCHLAR, R.N., Emergency Ward; MARY BARBARA ("M.B.") MAUGHAN, R.N., Adult Nurse Practitioner, E.W.; and KRIS CLARKE, R.N. Psychiatric and Public Health Nurse Clinician, E.W. and O.N.W.

DR. JOZEF K. CYWINSKI, Director of the Department of Medical Engineering, will speak at several sessions of BIOCAPT 75, the International Conference on Biomedical Transducers, to be held November 3-7 in Paris. He is also a member of the organizing committee.

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At the recent commencement exercises of the Shepard-Gill School of Practical Nursing, Honorary Membership in the Alumni Association was presented to MARION C. BATES, Administrative Assistant to the Director, in recognition of her many years of service in practical nursing education. Miss Bates is the first registered nurse to be so honored.

✲✲✲✲✲

DRS. JOHN F. RYAN, Director of Pediatric Anesthesia, and JOHN M.R. BRUNER, anesthesiologist, will lecture at a meeting of the American Society of Anesthesiologists October 11-13 in Chicago. Also participating are DRS. I. DAVID TODRES, Associate Director of the Pediatric Intensive Care Unit, FREDERIC M. DEBROS, anesthesiologist, and SANDRA S. KRAMER, radiologist, who will discuss management of critically ill infants.

RETIREMENTS

The hospital wishes good health and happiness to the following members of the MGH family, who retired on September 1.

Joseph Silva, Baker Nursing, 23 years, 2 months.

Eva Miner, Operating Room Administration, 20 years, 6 months.

Angela Belcastro, Dietary, 20 years, 4 months.

Alberta Andrews, Dietary, 17 years, 1 month.

Mary Fowler, Linen Control, 15 years.

Jemima Hambly, Phillips House Nursing, 15 years.

Helen Millikan, Residences, 7 years, 3 months.

Graduates of the Respiratory Therapy Technician Program are, seated from left, James F. Paré, Michael Goldberg, Sharlene A. Piva, and Michael Underwood; standing from left, L. Pat Davis, R.N., A.R.R.T., coordinator; Cherryl Y. Ringgold, A.R.R.T., coordinator; and Jeremiah C. Leonard. Missing from photo are Alexis Jane Devereaux, Douglas W. Kane, and Jann M. Siniak.

RESPIRATORY THERAPY TECHNICIANS GRADUATE

On September 19 eight students graduated from the MGH/Northeastern University Respiratory Therapy Technician Program.

The commencement address was given by Lawrence E. Martin, Associate General Director, at a ceremony in the Shriners Burns Institute. Also participating were Jimmy Young, A.R.R.T. (American Registry of Respiratory Therapists), Technical Director of the Respiratory Therapy Department; L. Pat Davis, R.N., A.R.R.T., Educational Coordinator, Respiratory Therapy Technician Program; and Cherryl Y. Ringgold, A.R.R.T., Assistant Educational Coordinator.

Sharlene A. Piva was the first recipient of the Edmund E. Banks Award for professionalism. Mr. Banks, who died March 30, was a respiratory therapy technician at the MGH for 26 years. Douglas W. Kane received the Clarence E. Smith Award for high academic achievement.

GLADYS DRUMMEY LEAVES GASTROINTESTINAL LAB AFTER 40 YEARS

She left the MGH in 1928 and was coaxed back. She retired in 1971 and returned to work part time. On October 10, friends gathered to wish a happy second retirement to Gladys Drummey, Head Technician, who steered the Gastrointestinal Laboratory through two generations of researchers.

She was a young graduate of Simmons College in 1922, when she began working in the lab of Dr. Frederick T. Lord in the Bulfinch Building. At this time, she recalls, about 10 percent of all deaths in the country were caused by some form of pneumonia. Much of her work with Dr. Lord was the determination of the type of pneumonia by injection of the patient's sputum into white mice and the treatment of the patient with serum from a horse. The examination of sputum in 178 cases of respiratory disease led to her first publication in 1927 with Dr. Richard B. King.

Mrs. Drummey left the MGH and Boston in 1928 and returned three years later to be married.

"In those days, a woman simply did not go back to work after marriage," she said. But she yielded to the plea of Dr. Chester M. Jones, Chief of the Gastrointestinal Laboratory, to substitute during a technician's leave of absence.

"She never came back, and I never left," Mrs. Drummey said.

For 22 years she worked with Dr. Jones on aspects of gastrointestinal physiology, especially the effects of alcohol on the liver. When Dr. Kurt J. Isselbacher took over the unit in 1957, the emphasis shifted from clinical research to more basic research, a change which she found "very stimulating."

During 40 years she has worked with physicians on 18 publications, taught lab procedures to countless research fellows, and set up many new laboratory tests. A method she developed for microscopic examination of the stool for fat and muscle fibers is now used widely throughout the country.

"She has always been one of the most devoted and respected members of our lab and above all, a fine and considerate person," Dr. Isselbacher said.

Admired for her professional and dignified manner, she would often delight co-workers with her quick humor. "She is one of the most gracious people I've ever met," commented one colleague.

CHAPEL CONCERT FOR PATIENTS

A new series of Wednesday chapel concerts, arranged for patients by the Service League, began this month. On October 22 at 3, a performance will be given by Ethel Farney, flute; Judy Zwelling, piano; and Eric von Magnes, violin.

Do you have a talent? Share your creative efforts with fellow-employees by a display in the glass case opposite the General Store. Here a fascinating array of items from fish flies to macrame to oil paintings has given a warm touch to the corridor. The Art Committee of the Ladies Visiting Committee will have space available in several months. Make arrangements now by calling the Volunteer Department, ext. 8540, and leaving a message for Mrs. William G. Constable, committee chairman.

NEW IN TREADWELL LIBRARY

by Jacqueline Bastille

The Library has received funds from the General Research Support Grant to conduct a pilot study on the development of computerized literature search services which will more effectively meet the requirements of MGH staff. A new search analyst/medical librarian, Joanne Wanstreet, has joined the library staff to assist Mrs. Helene Leighton, Librarian for Public Services, in the further development of these functions.

The increasingly sophisticated capabilities of the MEDLARS (Medical Literature Analysis and Retrieval System) data bases are available for searching as follows:

MEDLINE (MEDLARS-ON-LINE) contains over 500,000 articles published during the last two years plus the current year. Abstracts for approximately 60 percent of the articles published in 1975 can now be printed on or off-line.

BACK72 and BACK69 are ancillary data bases to MEDLINE covering literature from 1969 to 1972. Only off-line printouts are available from these files.

SDILINE is a current awareness service which consists of the latest month's citations. Abstracts for most of these citations can be provided on or off-line.

CANCERLINE contains 43,566 citations from Carcinogenesis Abstracts (1963-1974) and Cancer Therapy Abstracts (1967-1974). All citations may be printed with abstracts.

CHEMLINE is an on-line chemical dictionary for all the chemical substances uniquely identified by the Chemical Abstracts Service.

Careful development of the search parameters is necessary to produce citations which are specifically relevant to the search question. This process entails use of various thesauri and sometimes trial exploratory searches of the data bases.

Call Mrs. Leighton or Ms. Wanstreet on ext. 8600 to make arrangements for a search request interview. (continued above)

Fee per search is $15.00 plus 10¢ a page for off-line printouts. SDILINE services cost $3.00 per month plus 10¢ a page for off-line printouts.

BOUQUETS TO MS. WELD

"I don't believe it!" insisted Sylvia C. Weld, Blood Bank secretary, when Jess Cain of WHDH-Radio called saying she had been named "Secretary of the Day."

She was nominated by Thomas M. Finneran, another Blood Bank secretary, who wrote, "She is best noted for being very 'spirited,' hard working, efficient, and most lovable." Ms. Weld, who just reached her first anniversary at the MGH, contacts donors by telephone and mail, registers them, and maintains records.

On September 17, "her day," she received a bouquet of chrysanthemums, dinner for two, and tickets to a play. After recovering from her shock, the loyal Blood Banker managed to describe for WHDH listeners the benefits of giving blood at the MGH.

Sylvia C. Weld, "Secretary of the Day"

Frank F. Lee

LEE JOINS PHARMACY IN MANAGERIAL POST

Frank F. Lee was appointed Manager of Business Operations, a new position in the Pharmacy. Working closely with John W. Webb, Director of the Pharmacy, he will concentrate on cost control, inventory, and systems of distribution.

Since 1969 Mr. Lee has been working in the Laboratory of Industrial Engineering, where he became familiar with Pharmacy operations through a special project. He joined the MGH in 1963 as a nursing assistant. With help from the hospital's Tuition Aid Program, he earned a degree in Business Administration from Suffolk University and an Associate Degree in Applied Science in Communications from Grahm Junior College.

MORE PARKING SPACES AVAILABLE

Employees who signed up for parking space prior to November 1, 1974 (not 1975) are now eligible for parking permits at the North Station lot. Those who qualify may contact the parking office in the Fruit Street Garage from 9 a.m. to 5 p.m., Monday through Friday.

UNITED WAY (continued from page 1)

In a letter sent this month to employees, Dr. Sanders wrote:

> *This is an opportunity to participate in a community-wide effort. As in the past we hope the MGH will be responsive to supporting efforts which benefit the community at large.*
>
> *The amount of the gift is not as important as individual participation. We would like to have as many as possible take part.*
>
> *Charles A. Sanders, M.D.*
> *General Director*

A team of volunteers stands ready to launch the hospital's United Way campaign. From left, Irving L. Baron, Mary C. Moretti, Virginia N. Dente, Rosalie B. Borus, John Barry, Mary Ruth Wolf, Director of the Volunteer Department, and Blossom B. Jaffe.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206) OCTOBER 23, 1975

ORAL SURGERY RESIDENT RECEIVES RESEARCH FELLOWSHIP AWARD

A first-year oral surgical resident, Dr. Charles N. Bertolami, has received the first annual Research Fellowship Award of the American Society of Oral Surgeons. The award was presented for his research project entitled "Wound Healing and Contraction with Oral Application."

Dr. Bertolami graduated in 1974 from the Ohio University School of Dentistry, ranking first in a class of 162. He has received many honors, including a post-doctoral scholarship from Harvard University, the Delta Sigma Delta Scholarship Award, and three other awards from professional associations.

N.C.M.E. PROGRAMS RESUME

An MGH physicain, Dr. Barry W. Levine, participated in "The Diagnostic Challenge of Chest Pain," the first of a new series of videotape programs produced by the Network for Continuing Medical Education of New York City.

The programs are being shown on Thursdays at 11 a.m. in the Hurlbut Room, Gray 3A. If the time is inconvenient for a group of viewers, other arrangements may be made by calling Dale Wickberg, ext. 8415.

The schedule is as follows: October 23 and 30, "Inguinal Hernia Repair: The Shouldice Technique," and "The Pill and the Informed Patient."

November 6 and 13, "Cutaneous Signs of Internal Malignancy," "The Exercise Test," and "Bone Neoplasms in Children: Early Detection."

ANNIE GALBRAITH HOLDS TOP POST AT A.D.A.

On October 22 Annie L. Galbraith, R.D., Associate Director of the Dietary Department and Dietetic Internship, became the 51st president of the American Dietetic Association. She assumed office at the A.D.A's annual meeting in San Antonio, Texas.

When she first came to the MGH as a staff member, she was assigned to the Hypertension Study Group, where she worked with Drs. Paul Dudley White, Dorothea Loofbourow, and Robert S. Palmer in researching the effect of a rice diet on the level of blood pressure in hypertension. When the project ended, she accepted a clinical position at the East Tennessee Baptist Hospital. In 1957 she responded to an invitation to return to the MGH as Associate Director of the Dietary Department and Dietetic Internship.

In her present position Miss Galbraith coordinates facets of administration, clinical nutrition, ambulatory services, education, and research.

A native of Tennessee, she received her B.S. from Tennessee State University, took her dietetic internship at the MGH, and received a Master of Public Health degree at the University of Michigan in 1967.

NEW HOME FOR PRINTING OFFICE, SHOP

The Printing Office has moved from Charles River Plaza to a more convenient location, the Gray basement. The telephone extension 2277 is unchanged. The Print Shop, formerly in the Cambridge Street Garage, also has new quarters in the Gray basement.

HOLIDAY PARTIES

That's right, folks. The season in which many departments hold parties is on its way. Because arrangements must be made well in advance, the Dietary Department presents on this page a "party planner" to help you prepare properly.

If the event is held between December 1 and December 19 or December 26 and January 5, Dietary can provide maximum assistance.

The form below must be left at the Dietary Service Center, Gray basement, at least 10 days before the function.

PARTY PLANNER

DAY____________________

DATE____________________ CHARGE FUND #001-4862-7

	QUANTITY	UNIT	ITEM
BEVERAGES		Qt	Gingerale
		Qt	Club Soda
		Qt	Sherry
		#	Coffee
		Pt	Cream
		#	Sugar
CRACKERS		Pkg	Townhouse
		Bx	Potato chips (4#)
CHEESE		#	Cheddar Cheese
ICE		Bag	Ice Cubes (30#)
PAPER GOODS		Only	Paper Plates
		Only	Paper Napkins
		Only	Paper Trays (Line 3)
		Only	Paper Cups - hot drink
		Only	Paper Cups - cold drink

NOTE: Each unit is responsible for picking up supplies on its truck (between 9:00 A.M. and 2:00 P.M.) from Dietary Service Center (Gray basement).

REQUESTED BY:______________________________ PHONE:_______________

REMARKS:

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)

OCTOBER 30, 1975

State Budget Cuts: Who Will Pay for Needy Patients?

Before the state legislature now is a budget proposal which could have a drastic effect on health care in the Commonwealth. Projected cuts would curtail health services to those in greatest need and threaten the already shaky financial condition of many area hospitals.

The budget approved by the House (Bill #6660) would reduce state aid to patients in three ways:

- For patients receiving General Relief, all inpatient, outpatient, and emergency-room care would be eliminated.
- For patients on welfare, the bill mandates a 6 percent reduction in the rate of reimbursement from the state to the hospital for each individual's care. This rate has already fallen below actual costs.
- For Medicaid patients, hospital coverage would not be eliminated, but the Medicaid budget would be slashed from $595 million to $306 million. It appears that nursing homes would be the primary victims. Thus one result is that hospitals would have to retain elderly patients who no longer need expensive care but whom nursing homes will refuse to accept.

The actual cost to the MGH of caring for Medicaid patients is higher than the state allows. In addition, the Commonwealth for several years has owed the hospital millions of dollars for care already provided.

Other cuts in preventive and rehabilitative care would, it is predicted, bring to the emergency wards patients with more acute problems requiring more expensive treatment.

One budget submitted by Governor Dukakis and another approved by the Senate would restore a number of the cuts. At press time for the HOT LINE, the budget was expected to go before a House-Senate committee for compromise action. Then it must be approved again by the House and Senate and signed by the Governor.

"One cannot legislate illness out of existence," stated the Massachusetts Hospital Association in a memo to member hospitals. "Sick and disadvantaged people will still be sick, and they will show up at hospitals seeking care." (continued on back)

VOLUNTEERS SOUGHT IN ACUPUNCTURE RESEARCH

A team headed by Dr. Gene M. Smith, psychologist, and Dr. Walter Guralnick, Chief of the MGH Department of Oral Surgery, is seeking volunteers for research on the effectiveness of acupuncture in dental pain. Sought are persons needing extractions and periodontal scaling. Those interested should contact Mrs. Ann Paxton, ext. 3851.

DON'T MAIL IT TO CANADA

The U. S. Postal Service has announced that no mail is being sent to Canada due to a strike by postal workers there. The embargo has been in effect since October 23 and applies to all classes of mail. The strike is expected to last for some time. Alternate means of sending mail to Canada can be arranged through Leon F. Katzer, Director of Dispatch.

New Photo I.D. System Starts December 1

Beginning Dec. 1, 1975 a system of photo-identification badges will go into effect. Details of implementation will be announced in a future HOT LINE.

The measure is part of the hospital's effort to provide a secure atmosphere for personnel and patients in the face of increasing incidents in and around many Boston hospitals (HOT LINE, Oct. 2, 1975).

Employees who come to work without their new I.D. cards will have to get a temporary card for the day. If the card is lost, they must get a replacement from the Security Office at a cost of $2.00.

Starting Nov. 3, new cards will be issued to all employees, and the old cards must be returned at that time. After Dec. 1, the old cards will no longer be valid.

Following is the schedule for individuals to receive new I.D. cards. Employees are urged to make every effort to come on their scheduled day, and department heads should ensure a smooth execution of the program.

Employees on weekly payroll should come to the Moseley Auditorium anytime from 9 a.m. to 4 p.m. on the following days:

Nov. 3	Last names beginning with A-CIR
Nov. 4	CIS-FLO
Nov. 5	FLY-KAC
Nov. 6	KAH-MAZ
Nov. 7	Mc-PIN
Nov. 10	PIR-STA
Nov. 11	STC-Z

Those working only on weekends may come to the Moseley Auditorium on Saturday or Sunday, Nov. 8 and 9, from 9 a.m. to 4 p.m.

Those on the evening and night shifts may get their cards in the White Lobby from Nov. 3 through Nov. 9, 5-8 p.m. and midnight to 3 a.m.

Those on monthly payroll may come to the Moseley Auditorium on Nov. 12, 13, or 14 from 9 a.m. to 4 p.m.

Doctors may obtain I.D. cards Nov. 17 through Nov. 21 from 9 a.m. to 4 p.m. in the Moseley Auditorium.

If you have any questions, call Mr. Thomas Sullivan, Director of Security, ex. 2121; Mr. R. W. Rickard, Personnel Services Manager, ext. 2236; or Mr. Gilbert Nessolini, Director of General Services, ext. 2115.

BUDGET CUTS (continued from page 1)

Will the MGH and other hospitals turn these patients away? "We've had an open-door policy for more than 150 years," said Dr. Charles A. Sanders, MGH General Director. "This will not change."

In the fiscal year ending in 1974, the MGH rendered $2.3 million in free care and another $1.2 plus million for patients who did not pay their bills. With the proposed cuts, the MGH and other hospitals would have to provide greatly increased free care.

"If the state abdicates its responsibility for indigent patients, hospitals will be forced to raise rates," Dr. Sanders said. "The burden would fall on the paying patient and on all workers, largely in the form of higher insurance rates."

CHAPTER 424 PRESENTS DIRE PROSPECTS:

But under other proposed legislation, Chapter 424, this "Robin Hood" practice would also be blocked. The bill would prevent hospitals from raising rates without filing first for state approval in a complicated and time-consuming process. In addition, the state would regulate individual departments within each hospital.

"In effect, the state would be running the institutions," Dr. Sanders said. He added that in making the proposal, the state also said it doesn't know how hospitals operate.

"On the one hand, the government is withdrawing its support of needy patients, while on the other, it is clamping restrictions on hospital charges," Dr. Sanders said. "The logical result of these actions will be to force hospitals to reduce services, lower the quality of care, or close their doors altogether."

The MGH Hot Line

BOSTON, MASSACHUSETTS
NEWS OFFICE, GRAY 12 (2206)
NOVEMBER 6, 1975

DR. BALLANTINE RUNS FOR PRESIDENT OF A.M.A.

H. Thomas Ballantine, Jr., M.D., an MGH neurosurgeon, is running for President-Elect of the American Medical Association (A.M.A.), the nation's most powerful organization for medical doctors. His candidacy was announced by the Massachusetts Medical Society.

Following elections in June 1976, the president-elect serves for one year before becoming president. There is one other candidate running for that office at this time.

Dr. Ballantine is a Massachusetts delegate to the A.M.A. and has served as an alternate delegate for 13 years. He has recently been chairman of the A.M.A.'s Committee on Quackery and a member of the Special Committee of the House of Delegates.

In Massachusetts he is president of the Commonwealth Institute of Medicine, a member of the Board of Registration in Medicine and a member of the Board of Directors of Blue Shield of Massachusetts. A former president of the Massachusetts Medical Society, he is chairman of that body's Committee on Public Relations and Judicial Committee.

Educated at Princeton and Johns Hopkins, he joined the MGH neurosurgical staff in 1947 and is Associate Clinical Professor of Surgery at Harvard Medical School.

LIFEGUARD WANTED: A volunteer lifeguard is needed to work Mondays from 12:30-2:30 p.m. supervising a patient swimming program. Please contact Lynn Sidman, Recreation Therapist, ext. 3243. Thank you.

TEACHING FUND IN MEMORY OF DR. TOMCHIK

A teaching fund has been established in the name of Dr. Frederick S. Tomchik, 53, who died suddenly October 16.

Dr. Tomchik had been a radiologist here for 20 years and was Clinical Instructor in Radiology at Harvard Medical School and the MGH. He made outstanding contributions to the field of diagnostic radiology and mammography.

Within the hospital he was well-known for his dedication both to patients and to the teaching of students and technicians. An hour spent over an X-ray film with Dr. Tomchik, it was said, would produce a wealth of information about radiology. A hard-working man, he had a drive toward perfection that inspired the best performance in others.

He was educated at the Junior College of Connecticut, the University of Connecticut, and Harvard Medical School, from which he graduated cum laude. He became a resident at the MGH in 1953.

WHAT'S NEW IN DIRECTORIES

Get ready for the "new look" of the 1975 MGH Telephone Directory, available now from your department head. Suggested reading: first four pages, which contain important information for all phone users.

* * *

A limited number of Harvard University and Medical School 1976 telephone directories is available in the Communications Office. To obtain a copy, call ext. 2086.

BOOKS BY WOMEN AUTHORS ON DISPLAY

The Warren Library is currently displaying an exhibit in conjunction with the U.N.'s celebration of International Women's Year. The exhibit includes a selection of books by women authors such as Simone de Beauvoir, Kate Millett, and Doris Lessing. All of the books are circulating copies.

The Library staff would like to thank all the patients and employees who made the book sale a great success. If you missed the sale, however, the Library always has several shelves of books for sale at rock-bottom prices. All proceeds are used to purchase new books for the Library.

BLUE CROSS QUESTIONS AND ANSWERS

by Marianne Gruber
Senior Personnel Assistant

Q. I purchased a pair of crutches after a recent operation. Will my health insurance cover this?

A. If you purchase or rent an orthopaedic appliance as an outpatient, you may apply for partial reimbursement under the Master Medical portion of your Blue Cross/Blue Shield/Master Medical contract. Reimbursement will be 80% after a $25 deductible and will be made on the least expensive appliance adequate for the patient's needs. Covered appliances are the following devices necessary for the alleviation or correction of disabilities or diseases: metal arm and leg braces, crutches, hospital beds, pressure machines, resuscitators, traction equipment, walkers and wheel chairs, artificial limbs and eyes. It does not include air conditioners, air purifiers, arch supports, articles of special clothing, bed pans, corrective shoes, dehumidifiers, dentures, elevators, eyeglasses, hearing aids, heating pads, hot water bottles, or similar devices.

Please note that any employee using our Orthopaedic Workshop, even if referred by Staff Clinic, will be billed for any appliance made. For further information please contact Personnel Services, ext. 2235.

DIAL-A-DOLLAR?

In the summer when people are off on vacation, our telephones are used less often, right? Wrong.

From July 15 to August 14 the hospital's telephone bill was $7,000 higher than in the previous month. Most of the increase was in toll calls and message units--controllable expenses.

People may not realize that every time they lift the receiver to place a call they are spending money. Every local call dialed costs the hospital a minimum of 8 1/4¢. (And the telephone company wants to raise this to 11¢). If every person in the hospital made even one less local call per day, the saving would be at least $660 daily and $240,900 a year.

Telephone wastage is hidden. Those who diligently conserve surgical supplies, salvage envelopes, and cringe when half-used paper is thrown out may think nothing of calling home to discuss the dinner menu. There is one easy way everyone can save money for the hospital--talk less! Here are three key questions to ask yourself:

1. Is this call necessary?
2. Do I need to talk more than a few minutes?
3. Am I using the telephone properly? (For instance, tie lines save money).

RETIREMENTS

The hospital wishes good health and happiness to the following members of the MGH family, who retired on October 1:

Leonard Palmer, Anesthesia, 18 years.

Estelle L. Johnson, Clinical Administration, 13 years.

Mary D. Bohl, Phillips House Nursing, 12 years, 6 months.

Elsie T. Rak, Clinics, 10 years.

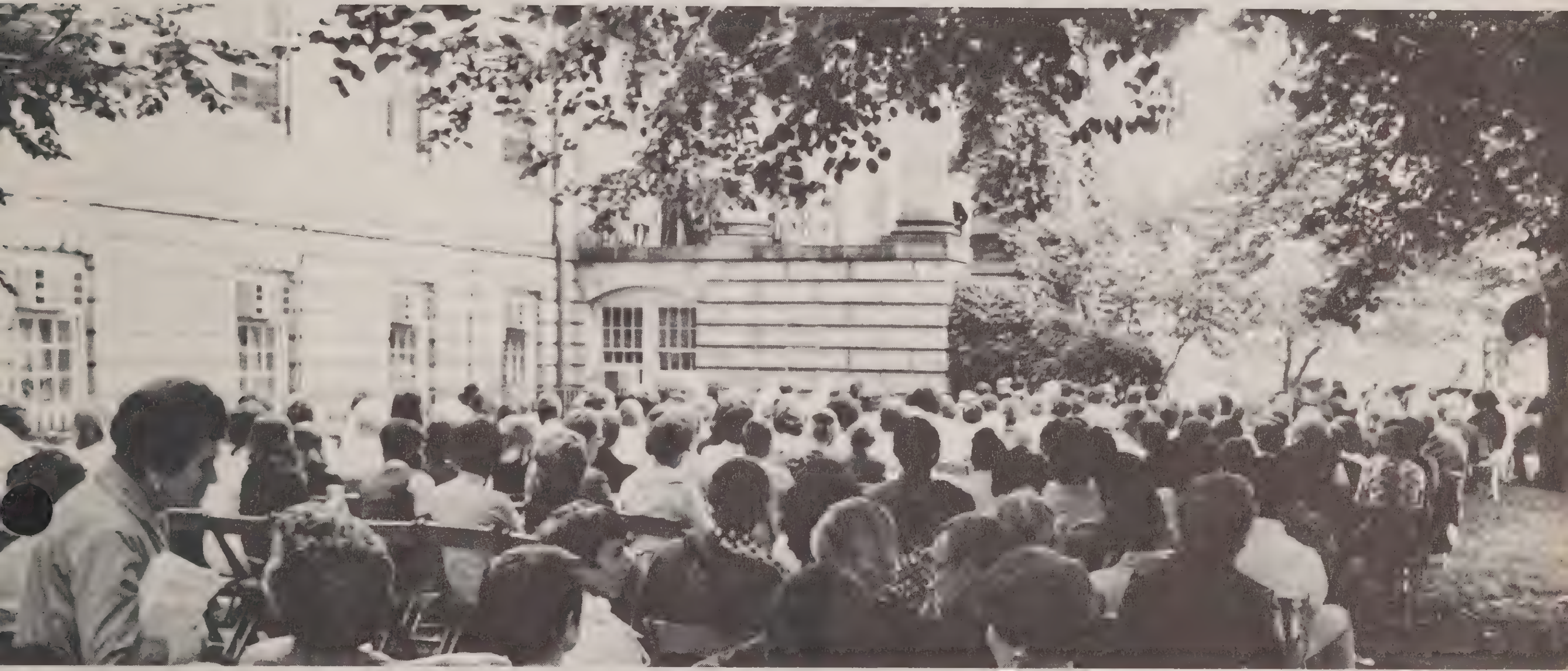
Fred J. Trenholm, Building Service, 10 years.

Domenic Tamaso, Linen Control, 6 years, 6 months.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206) NOVEMBER 13, 1975



"This institution is what it is because of you..."
Charles A. Sanders, M.D., General Director, Ether Day

ETHER DAY, 1975

Six hundred and forty employees who reached milestones in their service to the hospital were honored on October 16, Ether Day. On that day in 1846, under the dome of the Bulfinch Building, the successful use of anesthesia in an operation was publicly demonstrated for the first time.

Celebrated outdoors on the Bulfinch lawn, the anniversary fell this year on one of October's loveliest days. Charles A. Sanders, M.D., General Director, presided and gave the main address, "The Present and Future M.G.H." John E. Lawrence, Chairman of the Board of Trustees, brought greetings from the Trustees.

A new feature provided a personal touch this year: Five "prologues" were presented by staff who had themselves recently won service awards. The prologue to the awarding of 40-year pins was given by Adele Corkum, R.N., Assistant Director, Nursing Service (Baker); the 30-year prologue, by Nathan B. Talbot, M.D., Chief of the Children's Service; the 20-year prologue, by Eleanor Clark, Director of Social Service; the 10-year prologue, by John W. Webb, Director of the Pharmacy; and the 5-year prologue, by Michael Abruzzese, Materials Manager.

After receiving their pins, employees gathered around the festive and well-stocked

(continued on page 4)

Starr Anderson

STARR IS OFF ON A NEW VENTURE

As you approach Starr Anderson's office at the end of the Baker 1 corridor, you might catch an earful of delicious laughter. As the door opens, a warm voice issues from a tiny frame: "I'll be with you in two shakes!"

Then she flashes her famous smile, transported from "up near the mountains" in North Carolina to Boston seven years ago.

Starr's warmth is one key to her success in supervising 160 unit secretaries for Clinical Administration for the past five years. She was herself a Unit Secretary in 1968 when Stephen Kauffman was a Unit Coordinator. When he became Director of Clinical Administration (now headed by John C. J. Cronin), he remembered her talent in working with people and coaxed her away from an interim job elsewhere to the MGH.

"People feel comfortable coming to Starr with their problems," Mr. Kauffman said. "And in departmental matters, I could always rely on her excellent judgment and frankness."

For the many who depended on Starr, her departure from the MGH last week was both a sad and happy occasion. She and her husband, who have recently moved to a 135-year-old house in the country, are beginning a new venture--parenthood. Friends gathered in the Penthouse November 6 to wish her happiness.

A GOOD START

Our United Way experts report that the MGH is off to "a good start" with $10,000 collected as of November 5. They are urging contributors to avoid the last-minute rush by returning their cards now. The drive ends November 20.

LISA DAVIS HEADS UNIT SECRETARIES

Lisa Davis is the new Supervisor of Unit Secretaries in the Department of Clinical Administration. She replaces Starr Anderson, who left the MGH this month to raise a family. Like her predecessor, Mrs. Davis is a native of North Carolina (Winston-Salem). A graduate of Hollins College, Virginia, she joined the MGH in January, 1974 as a Unit Secretary. She has served in many patient-care areas as a "float."

Lisa Davis

The MGH HOT LINE is published three times a month by and for the employees of the Massachusetts General Hospital, Boston.

Charles A. Sanders, M.D.
General Director
Martin S. Bander,
Deputy to the General Director
(News and Public Affairs)
Mary M. Hoffmann, *Editor*
Doris G. Schreckengaust, *Copy Editor*
June Hurwitz, *Typist*

In the Outpatient Pharmacy, Agnes Young Hong, left, and Linda Silva fill prescriptions on new color-coded trays.

SPOTLIGHT

A New Rx for Pharmacy

How long do you expect to wait at a pharmacy to have your prescription filled?

Our ambulatory care (clinics) patients were generous--26 minutes was the average response given in a recent survey.

The average waiting time at the MGH Outpatient Pharmacy had crept up to 40 minutes last spring. Limited space, a restricted number of staff, and a growing clientele were creating impossible demands on service. Something had to be done.

The first step--the brainchild of Paul Kayne, Industrial Engineer--was an in-depth sounding of patient attitudes. What made the survey special was the contribution of four volunteers who, in Mr. Kayne's words, "were professionals in their ability to communicate with patients."

For three days, in the morning, afternoon, and evening, the volunteers interviewed 112 people. Participating were Nancy Daniels, Albert Goodhue, Alice Corcoran, and Janet Freedman, retired secretary of the Volunteer Department.

"Every single patient was cooperative," Miss Freedman said. "The picture I got was that they are, on the whole, very pleased with our Pharmacy service."

"The patients made some very thoughtful suggestions," Mr. Kayne added.

Certain problems had easy solutions. At the reception area, gone are the ragged lines that once blocked the corridor. New ropes and poles create an orderly row. To keep numbers even, an express window will soon be opened and marked "new only" (the faster process), while the other will take both refills and new orders.

At the suggestion of patients, reading matter was placed in the waiting area and soon a directory will point the way to popular facilities like the cafeteria.

Karl Wood, Supervisor of the Outpatient Pharmacy, is especially happy about one change. Because patients voiced a concern for privacy, partitions will be installed in the dispensing area. They will improve the atmosphere for a most important function of the pharmacist--instructing the patient in the use of medications.

But such amenities do not solve the problem of long waits. This required going behind the counter to examine the pharmacy's systems.

What are the problems? The Pharmacy fills 750 prescriptions per day for patients about to be discharged as well as ambulatory patients here, at the M.E.E.I., and now at the Cox Center.

"The staff had no way of knowing who was waiting and whose prescription could be filled later," Mr. Wood said.

A system of color-coded trays now helps determine priorities. To decrease disruption in the busy work area, special pick-up shelves were built for discharge orders. These and a few other key changes should streamline operations. (continued on page 4)

HAROLD WEBBER

LAB 2
ARY UNIT

Harold Webber, known throughout the MGH as "Mr. Fixit," died suddenly October 19 at the age of 62.

A troubleshooter for the Maintenance and Engineering Department, he made regular rounds of each floor of every building to make minor repairs. To the busy unit secretary or coordinator, he was a welcome sight on a patient floor. His hallmark was a little red cart containing the tools needed to fix broken door knobs and desk drawers, bolt down typewriters, and post signs. He also decorated the hospital at Christmas.

He was greatly liked by everyone for his friendliness and helpful manner. He had worked at the MGH for 17 years.

PHARMACY (continued from page 3)

The Pharmacy's expertise--and eagerness to share it--also consumes much time. "Our three trunk lines are constantly busy with calls from patients and personnel wanting information on medicines," Mr. Wood said.

In turn, the pharmacist often needs more information about the prescription before he can fill it. He must often contact the physician to discuss such matters as the fast-changing federal and state laws governing prescriptions. But it takes an average of five minutes to reach a physician.

To speed up this process, the possibility of using an intercom system between the Pharmacy and the Ambulatory Care Division (clinics) is being studied.

"It's too early to see the results of these changes," Mr. Kayne said, "but we do know that working through the channel of volunteers and patients is a very useful approach."

ETHER DAY (continued from page 1)

tables of the General Cafeteria for an informal party. On hand to provide entertainment was pianist Joseph Stukas of the Pathology Department.

A special luncheon was held October 15 for 12 people who reached their 30- and 40-year anniversaries (see page 5). Following are employees who received 20-year service awards:

Charles J. Allen
Adelbert Ames III, M.D.
Saul Aronow, Ph.D.
W. Gerald Austen, M.D.
Angela Belcastro
Salvatore Bellanti
Marie Burns
Guy J. Carrieri
Phillip Casey
Roberta F. Clayman
Herbert S. Cline, M.D.
Roman W. DeSanctis, M.D.
Robert E. Dixon
Benjamin F. Gill, M.D.
Thomas Hackett, M.D.
Stephen E. Hedberg, M.D.
Myerma R. Hersey
Marion Hodges
Michael P. Hooley
Bette J. Hutchins
Marjorie K. Ionta
Robert Jones, Jr.
Alice Kaknes
Charles S. Keevil, M.D.
Walter H. Kieseling
Raymond Kjellberg, M.D.
Lois Krippendorf
Suzanne Learmonth, M.D.
Joseph R. Lentini
Ronald A. Malt, M.D.
Walter Mann, M.D.
John D. McLean, D.S.C.
Dorothy M. Middleton
Eva B. Miner
Tommy W. Mooncai
Muriel F. Nelson
Dorothy E. Norwood
Edward Parkhurst, M.D.
Mitchell T. Rabkin, M.D.
William P. Rogers, Jr., M.D.
Eileen C. Roncary
Allan Sandler, M.D.
Lucille M. Shurkus
John H. Sisson, M.D.
Ida F. Small

For Ether Day, a special luncheon was held to honor those who reached their 30th and 40th anniversaries.

Standing, from left, are Hugh W. Heney (30th), Appliance Shop; Mandel Cohen, M.D. (40th); Charles A. Sanders, M.D., General Director; Lawrence E. Martin, Associate General Director; and Glenn E. Behringer, M.D. (30th). Seated, from left, are Helen Sherwin (30th), School of Nursing; Louise Hatch (30th), Director of the Dietary Department; Nancy L.R. Bucher, M.D. (30th); Grace Sherman (40th), Admitting Office; and Ernestine H. Janczunski (30th), School of Nursing.

Other 40-year recipients: Joseph A. Holmes, M.D., Richard Schatzki, M.D., and Richard H. Thompson, M.D. *Another 30-year recipient:* Joseph Doyle, Plumbing Shop.

Robert E. Dixon (left), Accounting, 20-year recipient, with John E. Lawrence, Trustee Chairman.

Pearl B. Kaufmann (left), Baker Nursing, with Ruby L. Jackson, Building Service, 10-year recipients.

Patricia M. Jay, Unit Secretary, 5-year recipient, with Dr. Charles A. Sanders, General Director.

Employees who received service awards enjoy refreshments in the cafeteria after the ceremony.

NEW STAFF APPOINTMENTS

The Board of Trustees, upon the recommendation of the General Executive Committee, has made the following new staff appointments:

Dr. Margaret L. Bauman, Assistant in Pediatrics

Dr. Robert B. Colvin, Assistant in Pathology

Dr. Ward J. Cromer, Assistant in Psychology, Psychiatry

Dr. Harry P. Ehrlich, Assistant Biochemist, Pathology

Dr. Martin L. Gelman, Clinical Associate, Medicine

Dr. Stephen W. Havas, Clinical Associate, Medicine

Dr. Fred H. Hochberg, Clinical Assistant, Neurology

Dr. Mark E. Lessing, Podiatrist, Orthopaedic Surgery

Dr. Richard K. Mathis, Assistant in Pediatrics

Dr. Sarah J. Richards, Assistant in Pediatrics

Dr. Stuart H. Shapiro, Clinical Associate, Radiology

Dr. Michael T. Snider, Assistant in Anesthesia

Dr. Lynn J. Verhey, Assistant Radiation Biophysicist, Radiation Medicine

Dr. Roger S. Williams, Clinical Associate, Neurology

Dr. Pamela A. Zuckerman, Clinical Associate, Children's Service

SUN TAN EXPERIMENT: Paid volunteers needed one hour every day for 20 days. Call 726-2038

Janice Koehler, R.N., with rare spaniel pups, choice of Stuart kings.

NURSE EXHIBITS PRIZE-WINNING SPANIELS

"History notes that Charles II was seldom seen without several at his heels," said Janice Koehler, R.N., the night nurse on White 12, about her favorite breed of dog, the Cavalier King Charles Spaniel. Out of favor for a century, the breed was nurtured back into existence during the 20's in England. Ms. Koehler, who recently completed her third Canadian championship, is now the most active exhibitor of Cavaliers in the United States and Canada.

A lover of art, Ms. Koehler admired the spaniel often shown reposing by royal feet in 16-18th century portraits. At present she has one mature male and three female pups and is hoping to breed them. Last month they participated in a public education program in the Dedham Mall. Ms. Koehler is also helping to organize a program to teach pet care to grade-school children. "Out of respect for a dog comes a reverence for all life," she said.

"KICK THE HABIT?" YES, SOME DID.

"I held out until the World Series," said the heavy smoker proudly. With several dozen MGH employees, she started the hard road to quitting last month. On October 15, the final session of "Kick the Habit," all participants of the six-week course completed questionnaires and received certificates.

The spirit of the day was guarded optimism. Some employees quit cold. Others were pleased to cut down substantially for the first time in their lives.

Planned by Kathi Johnson, the Education and Training Coordinator, in conjunction with the American Lung Association, the program featured group discussions and talks by various MGH staff members. Each participant underwent a pulmonary function test, which will be repeated every three months to show what happens to the lungs when a person stops smoking.

THANK YOU FOR
NOT SMOKING

After a final rap session, these would-be nonsmokers are on their own for a while. This group was led by Beverly Brooks, left, of Staff Education. Members are, from left, Janet Swanson, Personnel; Kathi Johnson, Personnel, a nonsmoker who organized the program; Irene Calk, General Director's Office; and Catherine Barrett, School of Nursing.

LYN FLEMING HOLDS TOP STATE POST

Following the annual meeting last month of the American Dietetic Association, Lyn Fleming, Nutrition Instructor at the MGH School of Nursing, became President of the Massachusetts Dietetic Association.

A graduate of Purdue University, Mrs. Fleming took her dietetic internship at Brook Army Medical Center, served with the military in the United States and Japan, and held subsequent clinical and teaching appointments in North Carolina, Kentucky, and Ohio. She holds an M.S. degree in education from Boston University and is now studying educational technology. She has published several packets of specialized learning materials.

She combines professional expertise and civic interests. Among her favorite projects have been the 1972 M.D.A.-WBZ "Shape-up Boston" campaign, the 1974 Women's Fair entitled "Yes We Can," and "Dial-A-Dietitian."

AN EXPRESSION OF THANKS

Henry J. Murphy, former Associate Director of the MGH, and an administrator here for 27 years, asked us to share this letter with you.

Dear Fellow M.G.H.ers:

Please accept this note as an expression of thanks for the many, many thoughtful and kindly gestures made during my retirement process.

The fruits of your imagination and artistry have a prominent place in our home and will have for many years to come. We miss you.

Henry J. Murphy

THOSE GOLFERS KNOW HOW TO CELEBRATE...

Robert Smith, left, of the Metal Shop, President of the Golf League and a team winner, accepts Revere bowl from Lawrence E. Martin with help from Carolyn Hays of the Photo Lab, one of the League's first two women golfers.

The Banquet

The Golf League staged a first-class celebration this year. First the trophies were awarded in eloquent style by Lawrence E. Martin, Associate General Director. Then Joseph P. McCue, Director of Fiscal Affairs, pulled a surprise by presenting pictures satirizing the foibles of various golfers. The humorous cards were discovered in a store by Andrea Williams, secretary at the Shriners Burns Institute, and one of the first two women to join the league.

The highlight of the evening was, as always, a film put together by Bob Crivello of the Photo Lab. Candid shots from the final golf outing captured leaguers in their less professional moments and even, by some tricky editing, in such unlikely spots as the O.R.

The banquet, followed by dancing, was held October 17 at the Montvale Plaza in Stoneham. Besides Mr. and Mrs. Martin, guests included Henry J. Murphy, Jr., retired Associate Director, and his wife.

The Award-Winners

Individual winner, second half:
William Wall, Accounting

Individual winner, first half:
Dennis Hamilton, Computer Group (Accounting)

Team winners, second half:
Joseph McCue, Accounting
Michael Abruzzese, Materials Management
James Flanagan, Materials Management
Joseph Candito, Tabulating

Team winners, first half:
Robert Smith, Metal Shop
Michael Abruzzese, Materials Management
Dennis Hamilton, Computer Group
Andrea Williams, Unit Secretary

The joke's on James Flanagan, left, of Materials Management, who received from Joseph McCue a framed card making fun of Flanagan's golfing idiosyncracies.

Milton Grady of the Vincent Research Lab cuts a rug with his wife, Martha.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206) NOVEMBER 20, 1975

Control Bill Dropped

Hospitals won a temporary victory November 6 in the battle against increasing state regulation of hospital finances. After testimony by Dr. Charles A. Sanders, MGH General Director, and others, the legislature's Health Care Committee decided to shelve the controversial bill H. 6751 (formerly Chapter 424).

The bill would have given the state unprecedented control of departmental budgets, medical services offered, and rates charged in private hospitals. Governor Dukakis, whose administration originally proposed the legislation, recently expressed his belief that it is still possible to enact tighter controls before January.

In his testimony, Dr. Sanders posed several major objections to the bill:

- The bill was "written hurriedly," he said, "by men who admittedly know little about health care." To illustrate, he quoted from the authors of the legislation:

"Because of our limited understanding of hospital decision-making and cost behavior and how they are affected by nonhospital factors, we are able to describe only the broad outlines of the charge-control system and our general intentions."

- Because hospital management is so complex, the bill would create "another massive state bureaucracy--requiring many people and God knows how much more money--at a time when the state is going broke," Dr. Sanders said. The MGH alone, he mentioned has more than [illegible]0 internal budgets; the bill covers 180 hospitals.

- Pointing to Medicaid and state-admin-

(continued on back)

Budget Slashes Affect Needy

The compromise budget signed November 8 by Governor Dukakis retained many severe cuts in medical aid to the needy (see October 30 HOT LINE)

Most directly affecting hospitals is the elimination of all medical assistance for people on General Relief. Hospitals will be forced to absorb the expense of this care--about $35.8 million in the current fiscal year, according to Massachusetts Hospital Association figures.

For Medicaid, the Welfare Department's medical assistance program, $410 million was budgeted, a compromise between the drastically low House proposal and the Senate's figure. Last year $489 million was spent for Medicaid, and Welfare Commissioner Jerald L. Stevens stated that $480 million is essential this year.

The elderly poor are the primary victims of the slash in Medicaid funds. As nursing home-care is reduced, hospitals will have to retain elderly patients who no longer need expensive acute care. Payments for optional services, such as prescription drugs, dental care, and free-standing clinics, will also be eliminated.

"ALCOHOL INFORMATION DAY"

Today, November 20, is "Alcohol Information Day" for a number of MGH staff who are participating in a free education program for the public.

The event will be held from 10:00 a.m. to 3:15 p.m. at Faneuil Hall near Government Center. It will include multimedia presentations and information booths about sources of help and the effects of alcohol.

(continued on back)

E PLURIBUS UNUM

From the works of many talented people in your department, why not put together one exhibit?

For the past two years the glass case opposite the General Store has displayed works of individual members of the MGH family. How about your group, service, or department putting on a collective show? The case is a fine place to exhibit your talents in all sorts of arts and crafts. Just call the Volunteer Department, ext. 8540, and leave a message for Mrs. William Constable. She will call you back to arrange a date early in the new year.

HOSPITAL CONTROL (continued from page 1)

istered public hospitals, Dr. Sanders commented the state has a poor "track record" in the management of large programs.

Dr. Sanders concluded, "We all seek the same thing--quality health care at lowest possible cost." But "to reach such goals will require long study and the input of all interested parties, including state agencies, legislators, health providers, sophisticated cost accountants, and consumers. Then we can produce meaningful legislation which will effectively address cost containment."

ALCOHOL INFORMATION (continued from page 1)

The program is sponsored by the Policy Advisory Committee of Chelsea, Winthrop, and Revere and the Harbor Area Alcoholism Planning Committee. MGH members of the latter committee are Dr. John A. Renner, of the Alcohol Clinic and Drug Treatment Program; Ruth M. Farrisey, R.N., Assistant Director, Nursing; Marion Jennings, Manager for the Medical and Psychiatric Clinics; and Eleanor Clark (ex-officio member), Director of Social Service. Another active planner is Stephen Roach, an employee of the city who works with Dr. Renner.

SAFETY IS EVERYONE'S BUSINESS

from the Personnel Department

Have you ever wondered how you would react to an emergency? The National Red Cross, Greater Boston Chapter may be able to help. They offer a variety of first-aid and safety courses at a convenient location (near Kenmore Square).

1. Standard First Aid - an 8-hour multimedia course dealing with accident prevention and first-aid skills. No previous training is required. You can register by phone for classes offered on these dates:

Dec. 1	Mon.	8:00 a.m.-5:00 p.m.
Dec. 1,2	Mon., Tues.	6:00 p.m.-10:00 p.m.
Dec. 18	Thurs.	8:00 a.m.-5:00 p.m.

2. Cardiopulmonary Resuscitation - (CPR), a 9-hour basic life support course, teaching how to prevent, recognize, and cope with a heart attack. No previous training is required. Classes available in December are:

Dec. 1,8,15	Mon.	7-10 p.m.
Dec. 3,10,17	Wed.	7-10 p.m.
Dec. 4,11,18	Thurs.	7-10 p.m.

3. Cardiopulmonary-Resuscitation Instructor Course - for those interested in teaching others. This 9-hour course has a prerequisite of a current CPR certificate. The class is planned for Nov. 25, Dec. 2, and Dec. 9 between 7-10 p.m.

The instruction for all courses is free. There is a five dollar charge for books and supplies. Flyers describing the courses are available from the Red Cross Safety Program Office. You can register in advance by calling 262-1234. Classes are held at the Greater Boston Red Cross Service Center, 99 Brookline Avenue (opposite Fenway Park).

LOVE, DEATH, AND TAXES: In a few months, you will receive your W-2 forms for income-tax purposes. If you have changed your address this year and have not informed your supervisor, please do so as soon as possible.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206) NOVEMBER 26, 1975

GOOD NEWS FOR TELEPHONE USERS

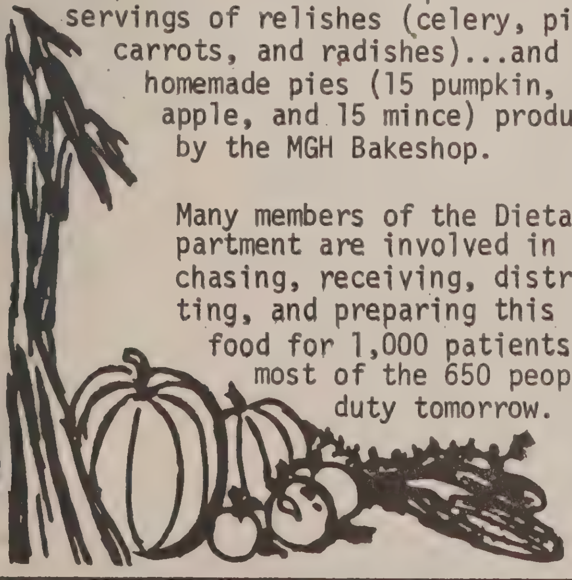
The telephone company recently lowered its toll charges for out-of-state calls made on Saturdays and Sundays from 8 a.m. to 5 p.m. The rate is now the same as for calls made after 11 p.m. (dialed station-to-station). You can save money for the hospital by postponing your long-distance calls until weekend days, if possible.

THANKSGIVING AT THE MGH

"In Pilgrim times there were clams and eels and scallops and chowder. There was game and fish and fowl. There were nuts and berries and succotash. There was corn bread and maple sugar." (The Plymouth Thanksgiving, Leonard Weisgard).

Tomorrow the MGH will serve 1,000 pounds of turkey...36 gallons of cider...35 pounds of cranberries...200 pounds of mashed potatoes...100 pounds of candied sweet potatoes...100 pounds of green peas ...300 pounds of Hubbard squash...600 servings of relishes (celery, pickles, carrots, and radishes)...and 60 homemade pies (15 pumpkin, 30 apple, and 15 mince) produced by the MGH Bakeshop.

Many members of the Dietary Department are involved in purchasing, receiving, distributing, and preparing this good food for 1,000 patients and most of the 650 people on duty tomorrow.



DISASTER!

At 10:13 on Saturday, November 15, a voice boomed over a radio in the Emergency Ward announcing an airplane crash at Logan. The "crash" was in reality a citywide disaster drill sponsored by the Boston Emergency Medical Service and Massachusetts Port Authority. But the MGH mobilized for a Phase I disaster as though it were the real thing.

About 10 minutes later the first "patient," a National Guardsman clad in fatigues, was carried into the White Lobby crying out in "pain from multiple trauma" (many injuries).

Near the lobby entrance a knot of Building Service personnel hovered over a pile of stretchers, waiting to carry any accident victims who appeared. Physicians and nurses were ready to triage (separate according to severity of injury) the victims, and Security and Building Service combined to clear the area of people uninvolved in the disaster drill. (continued on back)

New I.D.'s

MGH personnel have shown great cooperation in the mammoth task of issuing new photo-identification cards to everyone. By the end of last week, more than 90 percent of the approximately 7,600 people on the MGH payroll had been photographed.

Beginning Monday, December 1, all MGH personnel will be required to wear the new I.D.'s in plain view (picture side forward) while on hospital premises.

If you have not obtained your new card, you should do so by going as soon as possible to the Security Office, Moseley basement. (continued on back)

NEW I.D.'s (continued from page 1)

Those who work regularly at the MGH but who are not employees, such as private-duty nurses and private secretaries, should contact their supervisors for instructions on obtaining cards. Supervisors should submit to the Security Office as soon as possible the name and job title of personnel in their department that fall within this category.

"The responsiveness of employees to this effort reflects their understanding that proper security is necessary for the protection of all of us," said Dr. Charles A. Sanders, General Director. The new system is a response to reports of increasing crime in hospitals throughout Boston.

From 8 p.m. to 6 a.m., employees forgetting their cards must obtain temporary I.D.'s from Security. Nonwearers may be questioned about their identity at any time. After 8 p.m., employees may enter the hospital through two entrances, the Gray Lobby (until 1 a.m.) and the White Lobby. Visitors who, due to special circumstances, arrive after visiting hours will be admitted only after consultation with personnel on the patient's floor.

Gates and doors of the hospital are locked from 6 p.m. to 6 a.m. with the following exceptions: White Lobby, open 24 hours; Gray Lobby, open until 1 a.m.; Emergency Ward, open 24 hours; and Phillips House and Warren Lobbies, open until 9 p.m. After 8 p.m. the Phillips House will admit only approved visitors, and the Warren Lobby will be used as a visitors' exit. Entrance through the Emergency Ward will be limited to patient arrivals.

"The photo-I.D. system is not a cure-all," said Thomas F. Sullivan, Director of Security. "It establishes a base for whatever action is necessary to protect personnel and property. But we are largely dependent on each other's alertness."

If the actions of an individual cause concern, you should resolve your doubt by calling Security, ext. 2121.

* * *

CHAPEL CONCERT FOR PATIENTS on Wednesday, December 3, at 3 p.m., Hugh Geogehan, classical guitar.

DISASTER! (continued from page 1)

The end of the lobby leading to the main White Building corridor looked like the streets of Lebanon. Sofas, chairs, and tables lined the sector to barricade it from the corridor. This was a new wrinkle for a disaster, and the barricade appeared effective. So did the idea of using for the first time the White Lobby to triage in a Phase I disaster.

As the minutes wore on, more "victims," dressed in National Guard fatigues, were carried in stretchers from the White Lobby into the Emergency Ward. Some bore bandages wound around an "injured" arm or leg. "Blood" trickled down the forehead or arm of others, and one man was blackened by burns.

One "victim" bore a sign indicating she had been exposed to radiation. Dr. Edward W. Webster, the hospital's radiation safety officer, pointed a Geiger counter at her. "You're fine," he said. "The emergency decontamination treatment you received at Logan Airport was effective."

In the Emergency Ward the beep, beep of a [illegible] radio in contact with the Hospital Associat Communications Center at Children's Hospital punctuated the busy quiet. An employee hunched over a telephone while another was reassuring a thin, black-haired woman, a real patient.

Outside MGH, Security Guards kept cars from driving to the front of the White Building. The officers also drove the MGH and McLean Hospital "proceed-out" physicians to the "crash" site at Logan.

Just after the team left, another "patient" his leg circled by a splint, was trundled into the E. W. in a wheelchair. At Logan Airport, doctors and nurses, headed by the MGH-Logan Airport Medical Station team, triaged "victims" and gave many of them emergency treatment before sending them to various Boston hospitals. Effective care at the scene made the task of the hospitals that much easier.

About 11:30, the 17th and last MGH-bound "victim" of the "crash" arrived, and soon word came over the radio that another simulated disaster had ended.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206) DECEMBER 11, 1975

Holiday Calendar

Thurs., Dec. 11, 9:30 a.m.-4:30 p.m.
Christmas Bazaar, baked goods and crafts for sale in Moseley corridor. Proceeds provide materials for recreational therapy.

Thurs., Dec. 11, 12:00 noon-1:00 p.m.
Christmas Organ Concert
by Sally Ness, R.N.
in the Chapel

Thurs., Dec. 11, 3:30 p.m.
Winsor School Glee Club
Caroling on units

Wed., Dec. 17, 3 p.m.
Chapel Concert for patients
Needham English Handbell Ringers

Wed., Dec. 17, 6:00-7:00 p.m.
MGH Student Nurses' Concert for Patients, Families, and Friends
Moseley Auditorium
Caroling on units

Mon., Dec. 22, 12:00 noon-1:00 p.m.
Carol singing, White Lobby

Tues., Dec. 23, 1:00-2:00 p.m.
Carol singing, White Lobby

Tues., Dec. 23, 3:00 p.m.
Christmas Party - Burnham 5
Santa Claus, gifts, refreshments

Wed., Dec. 24, 12:00 noon-1:00 p.m.
Carol Singing, White Lobby

[illegible]., Dec. 24, 4:00 p.m.
Christmas Eve Mass
in the Chapel

(continued on page 2)

Dr. Charles A. Sanders, General Director, presents the Jessie Harding Award for Volunteer Service to Mrs. Olivia Constable.

VOLUNTEER RECOGNITION PARTY

They Give All Year

For many, the holiday season is the time when generous feelings rise to the surface. The hospital's 900 volunteers, however, have been quietly giving all year. These men and women, both students and working people, were honored December 2 at the annual Christmas Volunteer Recognition Party given by the Trustees and Dr. Charles A. Sanders, General Director.

Mrs. Olivia Constable received the Jessie Harding Award for Volunteer Service, given each year since 1962 to an outstanding volunteer who represents the spirit of the Volunteer Department. Twenty years ago she brought from the Ladies' Committee of the Institute of Contemporary Art the idea of

(continued on page 5)

ICE CAPADES TICKETS AVAILABLE AT A DISCOUNT

Tickets for the Ice Capades performance at Boston Garden from December 27 through January 3 are available to MGH employees at a $1 discount on each ticket purchased. You may pick up the forms for tickets from Personnel Services, Moseley 1, Office #1, and return the form to the Boston Garden Box Office.

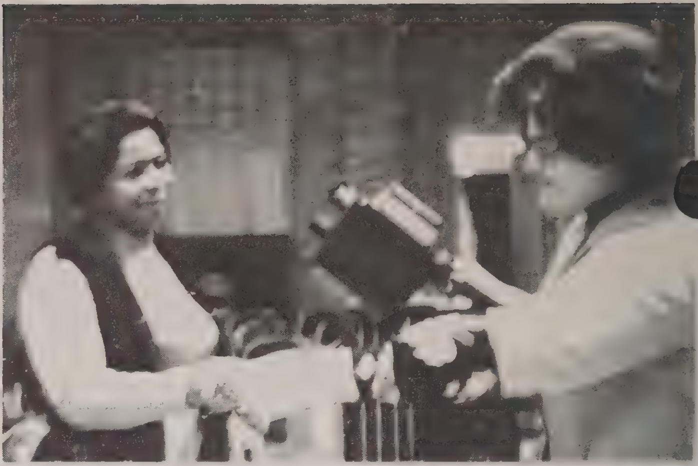
FIRST ERICH LINDEMANN SYMPOSIUM DRAWS WIDE ATTENDANCE

An estimated 250 people attended the First Annual Erich Lindemann Symposium on Death and Grief held November 15-16 at the MGH. It was sponsored by the Harvard Medical School's Department of Continuing Education and directed by Dr. Thomas P. Hackett, Acting Chief of the MGH Department of Psychiatry, and Dr. George B. Murray, MGH psychiatrist.

The late Dr. Erich Lindemann, Chief of the Department of Psychiatry for 11 years, was renowned for his pioneering studies of bereavement after the disastrous Cocoanut Grove fire in 1942. Because he stressed that the management of death and grief is a problem involving all health professionals, it is appropriate that the symposium encouraged attendance by nurses, clergy, social workers, and nursing home workers, as well as psychologists and physicians.

The discussion topics included grief, depression, dying, counseling, medication, diagnosis, religious and ethical considerations, and encounters with patients who experienced the loss of another person. Lecturers and workshop leaders were Drs. Hackett and Murray; Dr. Oliver Cope, surgeon; Dr. J. William Worden, psychologist; and five other MGH psychiatrists: Drs. Edwin H. Cassem, Gerald L. Klerman, Aaron Lazare, William F. McCourt, and Avery D. Weisman.

DO YOU SPEAK PORTUGUESE? Italian? Anything besides English? Volunteers are needed to help interpret for patients who don't speak English. Right now there is a special need for Portuguese speakers. Call ext. 2093.



Trudi Kay, a volunteer, is the brave soul behind the camera who came nearly every day until all 7,500-plus employees had been photographed. On left, Beryl E. Culbert of Clinics Accounting receives her new photo-I.D. card, which all employees are now required to wear.

R.W. (Rick) Rickard of the Personnel Department was prime organizer of the tremendous task of issuing new cards to everyone in a three-week period. His job would have been impossible without the help of Ms. Kay and 48 other volunteers.

CALENDAR (continued from page 1)

Wed., Dec. 24, 7:00 p.m.
Christmas Eve Worship Service
in the Chapel

Thurs., Dec. 25, 4:00 p.m.
Christmas Mass,
Moseley Rotunda

The MGH HOT LINE is published three times a month by and for the employees of the Massachusetts General Hospital, Boston.

Charles A. Sanders, M.D.
General Director
Martin S. Bander,
Deputy to the General Director
(News and Public Affairs)
Mary M. Hoffmann, *Editor*
Doris G. Schreckengaust, *Copy Editor*
June Hurwitz, *Typist*

This piece of sheet metal will be an air duct in no time. Robert Smith, left, and Lawrence Finn are at work in the Metal Shop.

SPOTLIGHT

Men of Great Mettle

October marked the end of an era for the Metal Shop. Retiring was its founding foreman, Harry Gosselin, who steered the shop through its initial thirteen years, first in the Power House on Allen Street, later on Garden Street.

Now in the shop's roomy new quarters in the Gray subbasement, there is evidence of Mr. Gosselin's inventiveness literally hanging around. The new foreman, Lawrence Finn, reaches for a hooplike steel structure.

"Harry designed this ingenious mechanical device for supporting laundry bags in patients' rooms," Mr. Finn explained. "It is both collapsible and transportable from room to room."

Mr. Finn and the 12-man Metal and Equipment Repair Shop have been steeped in the Gosselin tradition of "make it yourself." They have restructured emergency-code carts to meet the medical teams' needs, for example, and designed a special research table for the cardiovascular unit.

(continued on page 4)

HARRY GOSSELIN RETIRES

"He's a wonderful fellow!"

Everyone seems to echo Larry Finn's words when they mention Harry Gosselin, who just retired as Foreman of the Metal Shop.

Mr. Gosselin formed the Metal Shop 13 years ago with Gilbert J. Nessolini, Director of General Services. The Assistant Foreman was Larry Finn, who had worked with Mr. Gosselin since 1943.

During his 18 years at the MGH, Mr. Gosselin built a reputation for being top-notch in his field.

"When any special problems came up, he had the answers," said Anthony Giarrusso, General Foreman of Maintenance. "He knows everything that pertains to metal."

Throughout the hospital Mr. Gosselin is known for his lively nature as well as his professional expertise. At a party he would be in the middle of the action, playing his ukelele or saxophone, singing, or pulling a practical joke. Even through difficult times he maintained his good humor that won everyone's affection and gave a special spirit to the Metal Shop.

Gilbert J. Nessolini, left, congratulates a long-time associate, Harry Gosselin, who retired last month.

METAL SHOP (continued from page 3)

But what goes on down there every day? Joe Smigielski dons his goggles and fuses metal behind the dramatic arc welder. The five sheet-metal workers feed metal into a cutter, shaper, and the much revered machine that makes an airtight "Pittsburgh seam."

Harvey Jaillet both repairs and maintains beds, work which Mr. Finn says has reduced breakage considerably. A student from South Boston High School learns the ropes from mechanic John Mazurkiewicz, himself a graduate of that school.

"We do all kinds of work with metal and repair anything on wheels," Mr. Finn said.

Their work is often part of a job that involves every shop. One example is a mammoth project--installation of a cooling system for the Research Building.

"First the Labor Shop must break open the roof of the building and find the existing girders," Mr. Finn explained. "The Metal Shop will then weld on the I-beams before the riggers come to hoist huge cooling towers onto the roof. The Electric Shop will wire up the system, the Plumbing Shop will 'pipe it up,' and Refrigeration will maintain it."

Constructing air ducts, welding pipes, and shaping metal parts are common activities of the Metal Shop. They can easily alter things that seem unyielding to most people. Does your door stick on the rug? The shop can shorten the door.

But some projects are not so simple. Winning the prize for the toughest job: burning out all the old piping in the White O.R. to make way for a new system. And the job "most likely to go one forever:" installing 1,400 new aluminum windows in the White Building.

To survive the nasty jobs, Mr. Finn and his Assistant Foreman, Robert Smith, have adopted another Gosselin trait--a sense of humor.

Dr. Austen, left, bids a happy retirement to his lab's loyal technician, John Harris.

A VERSATILE TECHNICIAN RETIRES AT 75

"I've watched the growth of many doctors, and I feel awfully possessive about them," said John Harris. "They're a great bunch."

At 75, the spirited Mr. Harris is retiring from the Surgical Cardiovascular Unit and leaving many friends behind. When he came as technician to the lab in 1963, its first year, there were only five staff members. Now there are about 100 headed by Dr. W. Gerald Austen, Chief of Surgery.

John Harris has been many things to the unit. He was pump technician for the first heart-lung machine used in the lab's research and also pioneered in many lab techniques. He was mentor to co-op students from Northeastern, who learned the practical facts of lab life, with a little extra thrown in, from the colorful story-teller.

To foreign visitors, he was the department's goodwill ambassador, a superb tour guide steeped in MGH lore, who aided the foreigner's adjustment in many thoughtful ways. For dozens of physicians who were trained in the lab, he became the department's chief correspondent, keeping contact with people in far-flung corners of the earth.

Mr. Harris is also the lab's self-confessed "packrat," whose philosophy is, "There's a use for everything." (continued on page 5)

LOYAL TECHNICIAN (continued from page 4)

An avid Boston historian, Mr. Harris is always first on the scene when an old building is demolished. When a passage was made through the Bulfinch wall, he salvaged the granite stones, mounted them handsomely, and presented them to co-workers. At home on his hobby bench he fashions from odds and ends small decorative items that become gifts.

Mr. Harris' generosity extends beyond the lab to the Shriners Burns Institute, where he does volunteer work, and to many individual patients whom he visits at the MGH. Blended with his unusual loyalty is a sense of humor that has delighted all who have known him.

VOLUNTEERS (continued from page 1)

beginning an art service here for patients. A talented artist in her own right, she painted the whimsical murals in the clinics stairwells and has lent her aesthetic sense and knowledge to many projects. Nearly every patient and employee at the MGH has benefited from Mrs. Constable's contribution.

The Artwagon now regularly tours the units, giving patients a choice of many reproductions to hang on their walls. These prints also adorn the corridors and offices throughout the hospital. The service is sponsored by the Ladies' Visiting Committee, which exhibits work of MGH employees in the display cases opposite the General Store.

Dr. W. Davies Sohier, Jr., Chairman of the Trustees Advisory Committee to the Volunteer Department, welcomed over 300 guests and congratulated the volunteers at the Walcott House reception. Dr. Sanders presented the Jessie Harding Award to Mrs. Constable. Many arts and crafts made by volunteers were on display in the lounge.

Through the Volunteer Department, directed by Miss Mary Ruth Wolf, volunteers gave 63,000 hours of service to the MGH this year. They extend the Christmas spirit of giving throughout the year.

From left, the Reverend Ronald Hindelang, Roman Catholic chaplain, leads a "weekly community meeting" with new priests, Chaplains Eugene Clegg and George Szal.

NEW CATHOLIC CHAPLAINS

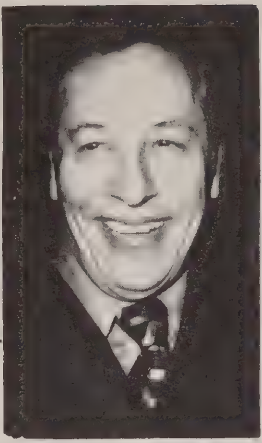
Two new priests have joined the Reverend Ronald Hindelang to complete the Roman Catholic chaplaincy at the MGH. They are Chaplains Eugene Clegg and George Szal.

Chaplain Clegg finds serving at the MGH an interesting contrast to his first post as parish priest in Van Buren, Maine, where "the whole town was the parish," and the pospital had 30 beds. A native of Plainville, Mass., he is a graduate of St. John's Seminary in Brighton and taught two years at Our Lady of Pity school in North Cambridge and two years in Van Buren, Me. before his ordination.

Chaplain Szal came from "behind the kielbasa (Polish sausage) curtain" in Detroit to Boston College as an undergraduate, and to Weston College for theological studies. He has had chaplaincy training at University Hospital and is enrolled in the Clinical Pastoral Education program at the MGH. In addition, he is completing a master's degree in liturgy at the University of Notre Dame. He has a strong interest in music, especially sacred choral works.

The priests replaced Chaplains Michael Pavlich, who became Vicar Provencial of the Marist Fathers of Boston, and Robert MacIver, who is parish priest at the Immaculate Conception Church in Westerly, Rhode Island.

MGH ASSISTANT DIRECTOR RETIRES


Edmund R. Mattos

Edmund R. Mattos, Assistant Director, whose reponsibilities have encompassed many departments over the years, retired after 23 years as an administrator at the MGH.

In the early 1950's, he and another recently retired administrator, Henry J. Murphy, resided in the old firehouse facing the MGH, where the garages are now. At various times Mr. Mattos has been an overseer of all the living quarters, the Treadwell Library, Personnel, Dispatch, Building Service, Maintenance, and Communications, but most of his energies have been concentrated on Purchasing.

Several irresistible interests will vie for his time after retirement. He has a bent for the arts, playing the organ at home, dabbling in oil painting, and collecting antiques. Another great passion is travel. Fluent in Spanish, French, and Portuguese (the language of his ancestors), he has trekked through the Andes, Central Africa, and many other exotic terrains. Before joining the MGH he spent several years in South America and Africa as a consultant for medical facilities. His first job in health care, however, was closer to home, as a nurse at McLean Hospital, a psychiatric division of the MGH.

Although he has seen many changes at the MGH, one aspect he finds consistent is "the morale of the institution and its place in the care of patients--both outstanding."

Mr. Mattos is known for his interest in patient care and in people in general. His effective administration, combined with a gift for working well with people, has made him a valuable part of the hospital's development.

NEW STAFF APPOINTMENTS

The Board of Trustees, upon the recommendation of the General Executive Committee, has made the following new staff appointments:

Dr. Peter J. Biggs, Assistant Radiation Biophysicist, Radiation Medicine

Dr. Paula M. Botstein, Clinical Associate, Children's Service

Dr. Crawford J. Campbell, Visiting Orthopaedic Surgeon, Orthopaedic Surgery

Dr. David R. Evans, Consultant in Urology

Dr. John P. Gilbert, Assistant in Biostatistics, Anesthesia.

Dr. Eva Harnik, Assistant in Anesthesia

Dr. Randolph D. Maloney, Clinical Associate, Surgery

Dr. Alan G. Robertson, Assistant in Psychiatry

Dr. Herbert A. Schreier, Clinical Associa[illegible], Psychiatry

Dr. Adrian S. Selwyn, Assistant Anesthetist

Dr. David V. Sheehan, Clinical Assistant, Psychiatry

Dr. Thomas P. Stossel, Assistant Physician, Medicine

Dr. Owen S. Surman, Clinical Assistant, Psychiatry

A SPECIAL TREAT is in store for patients on Wednesday, December 17, 3 p.m., when the Needham English Handbell Ringers perform in the Chapel.

An offshoot in the early 50's of the Beacon Hill Ringers, the six-woman group is led by Mary Jane Sawyer. They perform with a set of 38 handbells cast at the Whitecha[illegible]l Foundry in London, England.

A REMINDER ABOUT TUITION-AID REIMBURSEMENT

As the time approaches to prepare reimbursement vouchers, it is important for everyone involved in Tuition Aid to understand exactly how reimbursement works.

Within 60 days after the completion of an approved course, the employee should bring a copy of the course grades and a bursar's receipt for the tuition to the Tuition Aid Office, Moseley 1, Personnel Department. A check for the cost of the tuition and lab fees minus taxes will be issued to the employee within approximately one week. After 60 days, an employee is no longer eligible for reimbursement. Employees who receive reimbursement thereby agree to remain on a full-time employment status for at least six months after the date of completion of the course work.

PLAN AHEAD FOR SECOND SEMESTER

The time to apply for Tuition Aid for the spring semester is right around the corner. Employees must reapply each semester or quarter. Applications and information are available in the Tuition Aid Office, Moseley 1, Personnel Department. The office must receive applications at least two weeks prior to the registration date. Before being finalized by the Tuition Aid Office, applications must be approved and signed by the employee's supervisor and department head. Tuition will not be reimbursed for courses taken without approval before deadlines.

For a list of deadlines, check the bulletin board across from the General Store or the Tuition Aid Office.

SHUTTLE SERVICE: Employees who need a ride from the hospital to North Station after midnight, when the shuttle service ends, may call Security, ext. 2121. The buses run as needed weekdays from 6 a.m. to midnight. There is no shuttle on weekends and holidays, when the Nashua Street parking lot is closed.

Florence Willis, left, Dietary Department, chats with Marty Foulkes, right, a former MGH nurse who came from Wisconsin to attend a 20-year reunion of polio survivors.

POLIO SURVIVORS HOLD 20-YEAR REUNION

Twenty years ago, during the height of the 1955 polio epidemic, a special bond was formed between patients and those who cared for them on White 9. The pressures of the epidemic and the long, careful respiratory care needed by many victims forged lasting friendships. This fall those who kept in touch had an unusual reunion at the home of Sybil Mattson of Quincy, who, with her respirator attached, joined the others on her patio, sitting up in a wheelchair for the first time in ten years.

People came from as far away as Wisconsin to attend the anniversary gathering. Former nurses who attended were Shirley Hamara, Marty Foulkes (formerly Martinson), and Joan Soltez Lind. Among present MGH staff were Marjorie Ionta, Director of Physical Therapy; Angelo (Al) Guarino, Respiratory Therapy Technician; his wife Kaye Guarino, R.N.; Alice Armstrong, R.N., Staff Clinic, and George Chappel, IV Technician. Also present was a former patient who became a staff member, Florence Willis of the Dietary Department; and Olive Willis, retired nursing assistant.

PEOPLE

ADA PLUMER, R.N., Supervisor of the Intravenous Therapy Department, received the I.V. Therapist of the Year award from the American Association of I.V. Therapists. This honor was given at their annual meeting in Houston on October 31. Mrs. Plumer has also had the second edition of her book Principles and Practice of Intravenous Therapy published by Little, Brown and Co., Boston.

* * *

Last month MARY JEAN ROBISON, a student at the Shepard-Gill School of Practical Nursing, became the first student ever appointed to an accrediting board for schools of practical or professional nursing. She will serve on the Accrediting Review Board of the National Association for Practical Nurse Education and Service. The mother of three grown children, Mrs. Robison entered the Shepard-Gill School this fall.

* * *

CHAPLAIN ALLAN REED has been appointed to a Design Committee for Institutional Chaplaincies by the Presiding Bishop of the Episcopal Church. Chaplain Reed served the Episcopal Church as Protestant Chaplain at the MGH until he was appointed Director of the MGH Department of Pastoral Services in October of 1974.

* * *

Three employees attended the week-long 26th Annual Meeting of the American Association for Laboratory Animal Science November 16-21 at the Sheraton-Boston Hotel. They are GRADY MILTON, of Vincent Research, DONALD GAULITZ, of the Research Farms, and ROBERT S. SEDLACEK, of Experimental Radiation Medicine. They attended seminars, workshops, and exhibits on the professional care and breeding of laboratory animals.

* * *

HENRY K. BEECHER, M.D., former Chief of the Department of Anesthesiology and Professor Emeritus of Research in Anesthesia, Harvard Medical School, has been made an honorary member of the Polish Society of Anesthesiologists.

The photographs of NATHAN B. TALBOT, M.D., Chief of the Children's Service, will be on display as part of an exhibit called "The Physician As Artist: A Time to Rejoice," at the Vault Gallery, Boston Safe Deposit and Trust Company, One Boston Place, 9 a.m. to 4 p.m. weekdays until January 8.

Other physicians participating in the exhibit are Mark D. Altschule, M.D., of Harvard Medical School; Leroy D. Vandam, M.D., of Peter Bent Brigham Hospital; and Nathan L. Fineberg, M.D., of the Boston University School of Medicine.

* * *

ISABELLA TIGHE is a newly elected member of the Board of Directors of the Society of Patient Representatives of the American Hospital Association. She was the MGH's first Patient Care Representative and heads that office, in addition to being Administrative Director of the Emergency Ward.

NURSE HOSTS RECEPTION FOR AUTHOR

"It was an extraordinary 'event'," wrote the author Michael J. Arlen to Naomi Topalian, R.N., "and I shall certainly remember it all my life." Planned by Mrs. Topalian with the help of two newspaper editors, the occasion was a champagne reception for the author that drew together, perhaps for the first time, 700 Armenian-Americans in the Boston area. They celebrated the forthcoming publication of Arlen's fourth book, Passage to Ararat, a personal, historical, and cultural exploration of what it means to be Armenian.

A private-duty nurse in the Phillips House, Mrs. Topalian came to the U.S. 22 years ago as a nursing student and met Arlen during a return visit to her native Armenia. Her interest in the arts has led to her encouragement of several Armenian artists. "Arlen is such a gentleman," she commented, "That during his visit he kept asking, 'But Naomi, what's happening to your patients?'"

Leon F. Katzer

DISPATCH LOSES ITS FOUNDER

The man who developed Dispatch from a tiny messenger service to a multifaceted department retired this month. He is Leon F. Katzer, one of the hospital's dedicated managers.

Mr. Katzer's career combines a skill in problem-solving with a concern for people. When there was a manpower shortage in the 1950's, he recruited Dispatch Aides from among Canadian Indians and from high schools through the work-study program. Later he took a special interest in the handicapped. [illegible]s encouragement gave many disadvantaged people a foothold in the working world and a chance to advance themselves.

"The most rewarding aspect of my work has been knowing I had some part in developing the skills of people who are now responsible employees here or elsewhere," Mr. Katzer said.

His concern has its origin in a personal experience. While he was pursuing a career in landscape construction, a spinal injury put him out of work for over two years. He returned to school to study management. While at Boston University, he made a study of MGH attempts (at that point, unsuccessful) to establish a centralized transportation and distribution service. He was hired on the basis of his recommendations.

"Dozens of hospitals have modeled their distribution services after ours," said Edmund R. Mattos, Assistant Director. "Mr. [illegible]tzer has always been progressive and has [illegible] special ability to organize systems."

During the 23 years of Mr. Katzer's leadership, the department added external transportation services, the Nashua Street parking lot, and the shuttle service. It developed centralized warehousing and equipment exchange. In the Post Office, Mr. Katzer streamlined procedures and established one of the first automated post offices in the area.

His energies will continue to find many outlets. He is active in organizations for the disadvantaged and is developing a consultation service for health-care institutions.

Sorting out their new tasks are Harvey L. Simons, left, and Jay Savage.

SIMONS AND SAVAGE HEAD SERVICES

Two units have been formed from the Dispatch Service following the retirement of Leon F. Katzer, who headed the department for 23 years.

Harvey L. Simons was named Manager of Messenger Services and Post Office Operations. Jason Savage is Manager of Outside Transport Services and Warehousing.

As Dispatch Department Manager, Mr. Simons has been in charge of scheduling, supervision of employees, and daily problem-solving. His first position at the MGH was in the Accounting Department. He left briefly and returned in 1966 to join Dispatch. Seven months later he was a supervisor.

Mr. Savage has operated the Cambridge Street Garage for the MGH since 1954. The shuttle buses, the external delivery service, and maintenance of the hospital's motor pool have been part of his responsibility. He will also take charge of warehousing.

It's the first day of class for 20 employees participating in a new adult education program at the MGH. In the front, center, is the Boston Public School instructor, Pat Fahey.

Back to School at the MGH

Twenty employees have been selected among 129 applicants to participate in a pilot adult basic education program sponsored by the Personnel Department.

Provided free of charge, the course helps students obtain an eighth-grade diploma or prepare for the high school equivalency examination. Members of Building Service and the Dietary Department comprise the first class.

The program was coordinated by Kathi Johnson, Education and Training Coordinator, in conjunction with the Adult Education Division of the Boston Public Schools. Louise Kelley, Building Service Instructor, and Mae Dozier, Associate Director-Dietary, assisted.

The course is based on individualized instruction. After an initial test, each student's academic needs were diagnosed and a personal course prescribed. The class meets twice a week for two hours. Pat Fahey, a certified teacher from the Boston Public Schools, is the instructor. She is assisted by Betsey Montle, a member of our Volunteer Department.

At present there is a waiting list for the program, but new members will be added as students complete the examination, Other departments may be included when more then one class can be offered.

Students participating in the program are: from the Dietary Department--Victor Dudley, Gesner Felix, Daphne Hector, Mae Humes, Roslyn Morris, and Mabel White; and from Building Service--William Beaudry, Ralph Bouvier, Anne Corse, Victor Franklin, Jimmy Gandy, Charles Hinds, Dora Moore, Russell Moore, Clyde Neptune, Flora Reyes, Rod Noel, Edith Sapp, Morris Walker, and George Wilk

INTERESTED IN COMPLETING YOUR HIGH SCHOOL EDUCATION?

Employees interested in enrolling in an adult basic education program similar to the MGH's or in taking the High School Equivalency Exam (GED) may contact Ms. Johnson, Personnel Dept. ext. 2230. The Office has a list of local programs as well as applications for the GED exam.

The exam is offered in both English and Spanish. To make an appointment to take it, call 727-5778. The exams are offered in English, Monday through Thursday, 9 a.m. to 9 p.m. On Fridays the test is given in Spanish only, between 9 a.m. and 9 p.m. It contains five sections and costs $15.00.

A book that describes the exam and gives test samples is available from the Warren Library and from the Personnel Department, Office #4.

The MGH Hot Line

BOSTON, MASSACHUSETTS
NEWS OFFICE, GRAY 12 (2206) DECEMBER 18, 1975

YOUTH LEAVES MGH WITH ARM REPLANTED

On September 22, Scott Cormier's right arm was severed above the elbow in a freight-train accident in Wilkes-Barre, Pa. Two months later surrounded by his family, the smiling 13-year-old left the hospital, his arm successfully rejoined. He is the thirteenth patient to have a limb replanted at the MGH.

Prompt attention and a little luck aided the youth. At Wilkes-Barre's Mercy Hospital, emergency personnel treated him for shock, packed his arm in ice, and arranged an immediate transfer by helicopter to the local airport.

Four hours after the accident, Scott was in an MGH operating room where a surgical team awaited him. The operation was performed by Dr. W. Hardy Hendren, Chief of Pediatric Surgery, assisted by Dr. Ronald A. Malt, Chief of Gastroenterologic Surgery, and Dr. Richard J. Smith, Chief of Hand Surgery.

It was in 1962 that Dr. Malt, then Chief Resident in Surgery, performed the first successful arm replantation in medical history. The patient was Everett Knowles, an auto mechanic, then a lad about Scott's age who was also the victim of a train accident. Since then, 11 of the 15 replantations (including Scott's) performed here have been successful.

Many physicians and nurses have played a role in Scott's recovery. He returned to the operating room three times for skin grafting and was confined to bed until X rays revealed bone healing, and the skin grafts were completely healed. He will wear a protective cast until January.

Dr. Hendren stressed that rejoining the arm is only the first step in a long rehabilitative process.

"Although the circulation to the arm is completely re-established," he said, "the regaining of nerve function after joining severed nerves is a slow process. Because nerves regenerate at only a millimeter or two a day (there are 25 millimeters in an inch), it will be many months before sensation returns to the forearm and hand and before muscle movement can be expected.

"Scott will return to the MGH in January for removal of three wire pins inserted at the time of his surgery to hold the bones in place. Testing of muscle and nerve function will determine whether further surgery may be required in the distant future."

Although completely normal arm function is not always possible, experience has shown that a replanted arm can be of great use, serving the patient better, in most cases, than an artificial limb. (continued on back)

A SPECIAL MESSAGE

Another holiday season is upon us in the midst of a world that is troubled and without solutions to many pressing problems. May I take this opportunity to wish each one of you, whether patient or employee, the peace and joy of this season of the year with the hope that the days ahead will be gratifying to you and your family.

Charles A. Sanders, M.D.
General Director

ARM REPLANTED (continued from page 1)

After Scott's operation, two more replantations were attempted at the MGH. A successful but unpublicized case involved rejoining the hand of an adult male. Performing the surgery were Drs. Richard J. Smith, Chief of Hand Surgery; Douglas Bunting III; John C. Garrett; Matthias B. Donelan; Robert K. Hillier; and William S. Coleman.

In the 15th such procedure, a team of surgeons attempted to replant the arm of William E. Kenny, 34, of Narragansett, R.I., victim of an automobile accident. They tried the difficult procedure despite a crushing injury and burns to the arm. The use of two hands would have enabled the patient to hold crutches if a lower-body paralysis resulting from the accident persists. The arm had to be reamputated several hours after surgery, however, because of a bleeding problem.

"MALE SUPREMISTS" PROVE THEY'RE RED-BLOODED

Some 25 "male supremists" charged toward the MGH December 2 bearing signs reading "Save Our Sperm!" Their emblem was a rearing stallion; their target, the MGH Sperm Bank.

They were headed off at the pass, however, by Dr. Charles E. Huggins, Director of the Blood Transfusion Service (which includes the Sperm Bank), with the help of the News Office.

The demonstration was the public's first exposure to a "male supremacy" movement begun last month by Richard J. Miano, manager of a Brockton tennis and swim club. His reasoning, apparently, went something like this: Feminists would like to get control of sperm banks so they could make men unnecessary. Therefore, sperm banks should be eliminated. And Mrs. Miano (Sandra) agreed.

At about 3 p.m., an airplane soared over the Charles trailing a banner, "Support Male Supremacy." Up North Grove Street marched demonstrators of both sexes waving placards with such sentiments as "Men, Be King in Your Castle." From out of the White Lobby strode Martin S. Bander, Deputy to the General Director for News and Public Affairs offering an olive branch: Would the supremists like to meet Dr. Huggins and tour the Sperm Bank? he asked.

During the tour Dr. Huggins explained to Mr. Miano and a half dozen others how the Sperm Bank actually helps to extend the fertility of some men and to preserve the nuclear family. The deposits (currently only seven) are made by men with low sperm count or those whose fertility may be threatened by radiation treatment. The sperm is used only by "consenting spouses," he explained, who may want to insure their ability to have a child in the future.

As Dr. Huggins patiently answered their questions, the group began to see the Sperm Bank in a different perspective. Then Mr. Bander asked the visitors, "I guess you would call yourselves red-blooded American men and women, right?"

"Certainly!" exclaimed Mr. Miano.

"Then perhaps you would like to make a donation at our Blood Bank, which is in desperate need of blood during the holiday season..."

One red-blooded male blanched and remembered another appointment. But the others graciously volunteered, with Mr. Miano leading the way.

THE GIFT OF LIFE

Give an unusual gift to your loved ones this year--a blood donation in their name. Your donation assures the recipient and his immediate family of complete free blood coverage for transfusions in any hospital in the United States for a year. An attractive "Season's Greetings" card can be sent to the recipient informing him of your gift. The Blood Bank is open 8:30 a.m. to 8 p.m. Mon.-Thurs.; until 4:30 p.m. Friday; and until 4 p.m. Saturday.

The MGH Hot Line

BOSTON, MASSACHUSETTS

NEWS OFFICE, GRAY 12 (2206)   DECEMBER 23, 1975

AN INVITATION

To: Those of you who are scheduled "on duty" on December 25.

From: Charles A. Sanders, M.D., General Director

We would be pleased to have you as our guest for dinner on Thursday, December 25.

Time: 10:45 a.m. - 3:00 p.m.
4:00 p.m. - 8:00 p.m.
Place: The General Cafeteria

MENU

Holiday Punch
Roast Turkey - Giblet Gravy
Cranberry Sauce and
Sage Dressing
or
Beef Pot Pie
Candied Sweet Potatoes
Green Peas   Boiled Onions
Assorted Relishes
Plum Pudding with Hard Sauce
Beverage

Note: - On that day only the cafeteria will be open 7 to 10 a.m. for the usual breakfast service; closed between 10:00 and 10:45 a.m.; and serve a sandwich and snack meal for "night supper" from 10 p.m. to 12 midnight.

CHAPEL CONCERT FOR PATIENTS

On Wednesday, January 7, at 3 p.m. in the Chapel, pianist John Buttrick will play works by Franck and Chopin. Director of Music at MIT, Mr. Buttrick has performed with orchestras and in recitals at major music centers throughout Europe and the United States.

SOVIET HEALTH OFFICIALS VISIT COMPUTER LAB

Four high-level Soviet health specialists visited the MGH Laboratory of Computer Science November 18 as part of a 13-day tour to study systems of health-care delivery in the United States.

During their three-hour visit to the lab, Dr. G. Octo Barnett, its Director, explained features of the computer-based medical information system developed at the MGH to cover 35,000 subscribers of the Harvard Community Health Plan, Boston's prepaid medical group practice. The Soviet visitors had toured the Cambridge center of the Plan on the previous day. (continued on back)

WHY PARKING RATES HAD TO GO UP

Employees who park in the Nashua Street lot are well aware by now that starting February 1 they will pay $15.00 a month instead of the former $7.50. Having another increase in our personal budgets is something we would all like to do without.

However, the bite of inflation has reached the point where the MGH would have had to make a substantial contribution, $204,000 of a total $286,000, to the expense of employee parking. Since no other resources are available, the hospital would have had to raise patient charges to meet this expense.

The increase in parking rates is the first since the hospital purchased the lot in 1966. Greatly added expense in the last year finally prompted the new rate. The major costs of operating the lot in the fiscal year 1975 were interest on the loan for its purchase, charges by the firm that manages the lot, and the cost of running the shuttle buses. (continued on back)

SOVIET OFFICIALS (continued from page 1)

Touring here were Drs. Alexei Georgievich Safonov, Deputy Minister of Health since 1963 and Head of the Team; Vladimir Ivanovich Petrov, Surgeon, Rector of the 1st Moscow Medical Institute; Dr. Leonid Andreevich Vorokhobov, Children's Surgeon, Head of the Moscow City Public Health Department; and Vladimir Andreevich Karabanov, Radiologist, Head Doctor of the Kislovodsk Sanatorium (Caucasus).

"The physicians were enthusiastic about the medical information system," Dr. Barnett said. "Dr. Vorokhobov discussed ways of using the same approach for Moscow's polyclinics."

The eight-member team began their Boston tour at the faculty room of the Harvard Medical School, where Dr. Charles A. Sanders, MGH General Director, joined other area health officials in an initial discussion of how the American health system is organized. The Soviets also visited the Roxbury Dental and Medical Group, a new neighborhood health center; the Anna Jaques Hospital in Newburyport; the Harvard-MIT Program in Health Sciences and Technology; and the Children's Hospital Medical Center, Boston.

Sponsored privately by the New York-based Citizen Exchange Corps and the Institute for Soviet-American Relations, the tour is the second part of an exchange designed to widen contacts between U.S. and Soviet health-care professionals.

RETIREMENTS

The hospital wishes good health and happiness to the following members of the MGH family, who retired on December 1:

Chester Thomas, Phillips House Nursing, 22 years.

Mary G. Munden, Bunker Hill Health Center, 19 years, 7 months.

Cecilia M. Oddo, Building Service, 5 years, 9 months.

COMPUTER TELLS ALL

A startling addition may appear on your department's next telephone bill. The monthly equipment charge, previously centralized, will now be detailed in individual cost-center budgets.

The new bills will also provide more information about toll calls. Each listing will show from which extension a toll call was made, what day and hour it was placed, what it cost, and how long it lasted. The cost of local message units, as well as the number of units, will also be given.

By receiving more detailed information, each department can better do its own part now in controlling the hospital's ever-increasing telephone costs.

PARKING RATES (continued from page 1)

Although some employees ride the shuttle buses to make connections at North Station, the hospital wishes to encourage rather than penalize these commuters. This effort is pa[illegible] of a federal program to promote the use of public transportation.

Because the use of public tranportation contributes to a less crowded, less polluted environment, the hospital believes the lot should serve as a last resort for employees who have no other way to get to work. Yet at $7.50 per month, the expense was lower than that of most public transportation. Even the new rate, which breaks down to about 75¢ a day, is low for parking in the city and compares favorably with charges for employee parking in other Boston hospitals.

SHORTS

Watch Channel 5 at 10 p.m. on January 5 for an ABC News Close-Up on women's health. Interviewed are Drs. Howard Ulfelder and Arthur L. Herbst on the subject of DES.

⁂

If you're feeling sentimental and want to call home during the holidays, use a pay phone. Our operators will be too busy to place your call and charge it to another number.